

**APPENDIX A**  
**SAMPLE CONTRACT**



CONTRACT BY AND BETWEEN  
COUNTY OF LOS ANGELES  
COMMUNITY AND SENIOR SERVICES  
AND

---

ENTITLED  
FAMILY CAREGIVER SUPPORT PROGRAM SERVICES  
CONTRACT NUMBER \_\_\_\_\_  
CONTRACT PERIOD JULY 1, 2013 – JUNE 30, 2017

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SIGNATURES

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### **STANDARD EXHIBITS**

Exhibit A (Statement of Work)

Exhibit B (Budget)

Exhibit C (Mandated Program Services)

Exhibit D (Contractor's Equal Employment Opportunity Certification)

Exhibit E (County's Administration)

Exhibit F (Contractor's Administration)

Exhibit G (Contractor Acknowledgement and Confidentiality Agreement)

Exhibit H (Contractor Employee Jury Service Program Certification Form and Application for Exception)

Exhibit I (Safely Surrendered Baby Law Fact Sheet)

### **UNIQUE EXHIBITS**

Exhibit J (Definitions)

Exhibit K (Contract Accounting, Administration and Reporting Requirements)

Exhibit L (Joint Funding Revenue Disclosure)

Exhibit M (Fixed and Non-Fixed Assets and Supplies Purchase, Inventory and Disposal Requirements)

Exhibit N (Inventory Control Form)

Exhibit O (Charitable Contributions Certification)

Exhibit P (Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business Associate Agreement))

Exhibit Q (Certification of Compliance with County's Defaulted Property Tax Reduction Program)

Exhibit R (Contract Management System - Contractors Gateway Terms and Conditions of Use)

Exhibit S (Performance Requirements Summary Chart)

## RECITALS

This Contract (and its Exhibits) is made and entered into this **[@ Contract\_Date @]** by and between the parties below:

**County of Los Angeles**  
**Community and Senior Services**  
(hereafter "County")

and

**[@ Supplier Name @]**  
(hereafter "Contractor")

Contractor's Business Address:

**[@ Supplier Address Line1 @]**  
**[@ Supplier City @], Ca [ @ Supplier Zip Code @]**

WHEREAS, pursuant to California Government Code Sections 26227 and 31000, County is permitted to contract for Services; and

WHEREAS, pursuant to the provisions of the Older Americans Act (OAA) United States Code (USC), Title 42, Chapter 35, Section 3001 *et seq.* (42 USC 3001 *et seq.*) and the Older Californians Act (OCA) Welfare and Institutions Code (WIC), Division 8.5, Chapters 1-12, Section 9000 *et seq.*, the California Department of Aging (hereafter "CDA" or "State") is designated to administer the OAA Title III (Grants for State and Community Programs on Aging) Part E (National Family Caregiver Support Program) (hereafter "Family Caregiver Support Program" or "FCSP") and provide quality Services to Clients, as defined in Exhibit A (Statement of Work); and

WHEREAS, County and State have entered into an agreement, Contract Number AP-1314-19, to fund the Program Services (hereafter "Services") provided or administered by County within its jurisdictional boundaries; and

WHEREAS, County has prepared an Area Plan for Aging Program Services that details County's plan to provide or administer Services to older and functionally impaired populations within the jurisdictional boundaries of Los Angeles County; and, State has approved the Area Plan and shall provide County funds to implement the Area Plan in accordance with the OAA, the OCA and all regulations and directives thereto which are promulgated by the United States Department of Health and Human Services (HHS); and

WHEREAS, pursuant to the provisions of the agreement between County and State, County shall contract with other public agencies or private, nonprofit organizations that shall provide these Services as specified in County's Area Plan; and

WHEREAS, County and Contractor shall implement these Services in accordance with the OAA, the OCA and all regulations and directives thereto promulgated by both HHS and State; and

WHEREAS, Contractor warrants that it possesses the competence, expertise and personnel necessary to provide such Services; and

WHEREAS, Contractor shall establish and implement written administrative, management and personnel policies and procedures to govern the management and administration of the Program in order to ensure that all goals and objectives are achieved as contracted; and

WHEREAS, on **[Board Date]**, the Los Angeles County Board of Supervisors authorized the Director of the County of Los Angeles Community and Senior Services, or his/her designee, to enter, execute and administer this **[@ Program Name @]** Contract;

NOW therefore, in consideration of the mutual promises, covenants and conditions set forth herein, the parties hereto agree as follows:

## **1.0 APPLICABLE DOCUMENTS**

- 1.1 Exhibits A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R and S are attached to and form a part of this Contract. This Contract and the Exhibits constitute the complete and exclusive statement of understanding between the parties, which supersedes all previous agreements, written or oral, and all other communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Paragraph 8.1 (Amendments), and signed by both parties.
- 1.2 Contractor's Proposal submitted in response to the **[@ Program Name @]** Request for Proposals (RFP) is incorporated and made part of this Contract. Contractor's misrepresentation of any required element in its proposal submitted in response to the RFP shall be considered as an event of default and this Contract may be terminated in whole or in part pursuant to available remedies provided in Paragraph 8.43 (Termination for Default).
- 1.3 The headings, page numbers, Paragraph and Sub-paragraph numbers contained in this Contract are for convenience and reference only and are not intended to define the scope of any provision herein.
- 1.4 References in this Contract to Federal, State, County and/or other governmental laws, rules, regulations, ordinances, guidelines and/or directives shall mean such laws, rules, regulations, ordinances, guidelines and/or directives as amended from time to time.
- 1.5 Unless expressly stated otherwise, all approvals, consents and determinations made by or on behalf of County, under this Contract, shall be in writing, and shall be given or made in the sole discretion of the person or County agency authorized to provide such approval or consent.
- 1.6 In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, Service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to this Contract and then to the Exhibits according to the following priority:
  - 1.6.1 Exhibit A (Statement of Work)
  - 1.6.2 Exhibit B (Budget)
  - 1.6.3 Exhibit C (Mandated Program Services)

- 1.6.4 Exhibit D (Contractor's Equal Employment Opportunity Certification)
- 1.6.5 Exhibit E (County's Administration)
- 1.6.6 Exhibit F (Contractor's Administration)
- 1.6.7 Exhibit G (Contractor Acknowledgement and Confidentiality Agreement)
- 1.6.8 Exhibit H (Contractor Employee Jury Service Program Certification Form and Application for Exception)
- 1.6.9 Exhibit I (Safely Surrendered Baby Law Fact Sheet)
- 1.6.10 Exhibit J (Definitions)
- 1.6.11 Exhibit K (Contract Accounting, Administration and Reporting Requirements)
- 1.6.12 Exhibit L (Joint Funding Revenue Disclosure)
- 1.6.13 Exhibit M (Fixed and Non-Fixed Assets and Supplies Purchase, Inventory and Disposal Requirements)
- 1.6.14 Exhibit N (Inventory Control Form)
- 1.6.15 Exhibit O (Charitable Contributions Certification)
- 1.6.16 Exhibit P (Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business Associate Agreement))
- 1.6.17 Exhibit Q (Certification of Compliance with County's Defaulted Property Tax Reduction Program)
- 1.6.18 Exhibit R (Contract Management System - Contractors Gateway Terms and Conditions of Use)
- 1.6.19 Exhibit S (Performance Requirements Summary Chart)

## **2.0 DEFINITIONS AND HEADINGS**

- 2.1 The headings herein contained are for convenience and reference only and are not intended to define the scope of any provision thereof. Exhibit J (Definitions) provides the meaning of key words used herein. These definitions shall be construed to have the meaning provided, unless otherwise apparent from the context in which they are used, or specifically noted herein.

## **3.0 WORK**

- 3.1 Pursuant to the provisions of this Contract, Contractor shall fully perform, complete and deliver on time, all tasks, deliverables, Services and other work as set forth herein.
- 3.2 If Contractor provides any tasks, deliverables, goods, Services, or other work,



other than as specified in this Contract, the same shall be deemed to be a gratuitous effort on the part of Contractor, and Contractor shall have no claim whatsoever against County.

- 3.3 Time is of the essence in the provision and completion of the Work provided to County as stipulated in this Contract, as is the timely conveyance of reporting deliverables to County, as also stipulated in this Contract.

#### **4.0 TERM OF CONTRACT**

- 4.1 The term of this Contract shall be four (4) years commencing on July 1, 2013, upon execution by the parties, and shall continue through June 30, 2017, unless sooner terminated or extended, in whole or in part, as provided in this Contract.
- 4.2 County maintains databases that track/monitor Contractor performance history. Information entered into such databases may be used for a variety of purposes, including determining whether County will exercise a Contract term extension option.
- 4.3 Contractor shall notify County when this Contract is within six (6) months from the expiration of the term as provided for hereinabove. Upon occurrence of this event, Contractor shall send written notification to County's Contract Manager at the address herein provided in Exhibit E (County's Administration).

#### **5.0 CONTRACT SUM**

##### **5.1 Firm-Fixed Contract**

- 5.1.1 County and Contractor agree that this is a firm-fixed Contract based on the Unit Rate set forth in Exhibit A (Statement of Work), Exhibit B (Budget) and Exhibit C (Mandated Program Services), and that the rates shall remain firm and fixed during the term of this Contract. County shall compensate Contractor for supplying the Services as set forth in Exhibit A (Statement of Work), Exhibit B (Budget) and Exhibit C (Mandated Program Services).

##### **5.2 Funding Allocations**

###### **5.2.1 Maximum Contract Sum**

- 5.2.1.1 During the term of this Contract, Contractor shall receive funding for providing the Services outlined in this Contract (hereafter "Contract Funds"). Contract Funds shall be allocated to Contractor on an annual basis for each Fiscal Year (hereafter "Maximum Annual Contract Sum"). The Maximum Annual Contract Sum for the first Fiscal Year of this Contract is **\$[@ Year 1 Annual Sum @]**. The Maximum Annual Contract Sum for each Fiscal Year following the first Fiscal Year is projected to remain at the level of **\$[@ Year 1 Annual Sum @]**. The combined total of all Maximum Annual Contract Sums to be allocated during the term of this Contract is estimated to be **\$[@ Maximum Contract Sum @]** (hereafter "Maximum Contract Sum").

###### **5.2.2 Year 1 Maximum Annual Contract Sum**

5.2.2.1 The Maximum Annual Contract Sum for the first Fiscal Year is comprised of the funding listed in this Sub-paragraph 5.2.2.

5.2.2.2 Older Americans Act Title III E (National Family Caregiver Support Program) funds: **\$[@ Year 1 Annual Sum (III E) @]**

5.2.3 Pursuant to Paragraph 8.1 (Amendments), County may amend this Contract upon occurrence of any changes to the Contract Funds. Future allocations of Contract Funds will be contingent upon the availability and appropriation of funds from Federal, State and/or local authorities and may be subsequently adjusted to reflect available funding.

### **5.3 Catalog of Federal Domestic Assistance (CFDA) Number**

5.3.1 The Contract Funds are identified as Federal monies and have been assigned a CFDA Number. When Contractor and its subcontractor(s), if any, are being audited by an independent auditor, Contractor shall provide the following information that pertains to the Contract Funds to the independent auditor:

5.3.1.1 The funding source (Federal Grantor) for the Contract Funds: United States Department of Health and Human Services, Administration on Aging.

5.3.1.2 The CFDA No. for the Contract Funds: 93.052 - National Family Caregiver Support, Title III Part E (National Family Caregiver Support Program).

### **5.4 Assumption or Takeover**

5.4.1 Contractor shall not be entitled to payment or reimbursement for any tasks or Services performed, nor for any incidental or administrative expenses whatsoever incurred in or incidental to performance hereunder, except as specified herein. Assumption or takeover of any of Contractor's duties, responsibilities, or obligations, or performance of same by any entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever, shall occur only with County's express prior written approval.

### **5.5 Limitations on Contract Sums**

5.5.1 Contractor shall not be paid for any Contract expenditures that exceed the Maximum Contract Sum. County has no obligation, whatsoever, to pay for any expenditures that exceed the Maximum Contract Sum. Any expenditures that exceed the Maximum Contract Sum shall become the sole fiscal responsibility of Contractor.

5.5.2 Contractor shall not be paid for any Contract expenditures that exceed the Maximum Annual Contract Sum. Contractor shall only expend Contract Funds during the Fiscal Year for which it is allocated. When Contractor does not expend funding up to the Maximum Annual Contract Sum appropriated for the Fiscal Year,

that unspent amount will not carry forward (or roll-over) to the following Fiscal Year.

**5.5.3 Limitation on Use of Federal Grant Funds**

5.5.3.1 Contractor shall comply with Public Law (P.L.) 101-121 (31 USC 1352), its amendments or revisions, and any implementing regulations, prohibiting the use of Federal money to influence or attempt to influence a member of Congress, Congressional staff, or a Federal employee to award, make or amend any Federal contract, grant, loan or cooperative agreement. Contractor shall also comply with all certification and disclosure requirements of P.L. 101-121, its amendments, revisions, and implementing regulations, and shall provide assurance that all subcontractors or sub-grantees under this Contract also fully comply with such certification and disclosure requirements.

5.5.4 No materials, property, or Services contributed to County or Contractor under this Contract shall be used in the performance of any of the following: any political activity; the election of any candidate or the defeat of any candidate for public office; and, no materials, property, or Services contributed to County or Contractor under this Contract shall be used for the transportation of any voters or prospective voters to polls or other similar assistance in connection with an election or any voter registration activity.

**5.6 75% of Contract Authorization**

5.6.1 Contractor shall maintain a system of record keeping that will allow Contractor to determine when it has incurred 75% of the total Contract authorization under this Contract (the Maximum Annual Contract Sum and the Maximum Contract Sum). Upon occurrence of this event, Contractor shall send written notification to County's Contract Manager at the address herein provided in Exhibit E (County's Administration).

**5.7 No Payment for Services Provided Following Expiration or Termination of Contract**

5.7.1 Contractor shall have no claim against County for payment of any money or reimbursement, of any kind whatsoever, for any Service provided by Contractor after the expiration or other termination of this Contract. Should Contractor receive any such payment, it shall immediately notify County and shall immediately repay all such funds to County. Payment by County for Services rendered after expiration or termination of this Contract shall not constitute a waiver of County's right to recover such payment from Contractor. This provision shall survive the expiration or other termination of this Contract.

**5.8 Other Contracts**

5.8.1 Contractor shall immediately notify County's Contract Manager in writing of any contracts between Contractor and other public or private organizations which directly impact activities funded under this Contract. A copy of any such contracts shall be kept

on file at Contractor's offices and shall be provided to County upon request. Contractor shall also immediately notify County's Contract Manager in writing of any default, termination, or finding of withheld payments under such contracts between Contractor and other public or private organizations which directly impact activities funded under this Contract.

- 5.8.2 Contractor warrants that no other funding source will be billed for Services that are provided to and paid for by County under this Contract.

## **5.9 Joint Funding Revenues**

- 5.9.1 Funds made available under this Contract shall supplement and not supplant any Federal, State or local funds expended by Contractor to provide Program Services. Contractor certifies that it has applied, or expects to apply, to offset in whole or in part, any of the costs incurred by Contractor in conducting current or prospective projects or business activities, including, but not necessarily limited to, the project or business activity which is the subject of this Contract. Contractor shall complete Exhibit L (Joint Funding Revenue Disclosure). Prior to the commencement of this Contract (and annually thereafter), Contractor shall submit the completed Exhibit L (Joint Funding Revenue Disclosure) to County's Contract Manager in the time and manner as designated by County.

## **5.10 Invoices and Payments**

- 5.10.1 Contractor shall invoice County only for providing the tasks, deliverables, goods, Services, and other work specified in Exhibit A (Statement of Work), Exhibit C (Mandated Program Services) and elsewhere hereunder. Contractor shall prepare invoices, which shall include the charges owed to Contractor by County under the terms of this Contract. Contractor's payments shall be as provided in Exhibit C (Mandated Program Services), and Contractor shall be paid only for the tasks, deliverables, goods, Services, and other work approved in writing by County. If County does not approve the Work in writing, no payment shall be due to Contractor for that Work.
- 5.10.2 Contractor's invoices shall be priced in accordance with Exhibit C (Mandated Program Services).
- 5.10.3 Contractor's invoices shall contain the information set forth in Exhibit A (Statement of Work) and Exhibit C (Mandated Program Services) describing the tasks, deliverables, goods, Services, work hours, and facility and/or other work for which payment is claimed.
- 5.10.4 Contractor shall submit monthly invoices to County by the 10th calendar day of the month following the month of Service (e.g., Contractor shall submit an invoice for Services provided in October by November 10th for reimbursement). Contractor shall also submit the final, year-end invoice to County no later than the 10th calendar day of the month following the month in which Services were provided. In the event that the 10th calendar day falls on a non-business day (Saturday, Sunday or Los Angeles County holiday), Contractor shall submit the invoice by the

following business day. County reserves the right to modify the due date(s) for the submission of invoices as needed in order to meet regulatory deadlines.

5.10.5 Contractor shall electronically submit to County all invoices for Contractor's Work performed under the requirements of this Contract. Contractor shall not submit manually prepared invoices unless directed, in writing, by County. Contractor shall use County's automated Harmony for Aging (HFA) system pursuant to the requirements outlined in Exhibit A (Statement of Work).

5.10.6 Expenditures made by Contractor in the operation of this Contract shall be in compliance and in conformity with applicable Office of Management and Budget (OMB) Circulars, as well as applicable provisions of the Code of Federal Regulations (CFR). Contractor shall comply with the Administrative Requirements and Cost Principles which are outlined in Exhibit K (Contract Accounting, Administration and Reporting Requirements), and shall adhere to strict administrative and fiscal standards described therein, and shall comply with Title 45 CFR Part 92 (Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments), the Cost Principles of OMB Circular A-21 for governments, OMB Circular A-122 for non-profit organizations, OMB Circular A-102 for grants and cooperative contracts with state and local government agencies, OMB Circular A-133 for audits of states, local governments and non-profit organizations, and OMB Circular A-110 for uniform administrative requirements for grants and contracts with institutions of higher education, hospitals, and other non-profit organizations. Contractor shall be responsible for obtaining the most recent version of these Circulars, which are available via the Internet at <http://www.whitehouse.gov/omb/circulars/index.html>.

5.10.7 **Payments to Contractor**

5.10.7.1 Payment to Contractor will be made in arrears on a monthly basis for Services performed, provided that Contractor is not in default under any provision of this Contract. County has no obligation to pay for any work except those Services expressly authorized by this Contract.

5.10.7.2 All payments for Services provided under the terms of this Contract shall be made to Contractor using Contractor's legal name and tax payer identification number. Contractor shall not request payments to be made to third-party vendors (i.e., subcontractors) or any vendor which Contractor may use in the performance of this Contract. For purposes of this Contract, Contractor's legal name is identified as the name on Contractor's articles of incorporation, charter or other legal document that was used to create Contractor's organization.

5.10.7.3 **Direct Deposit Requirements**

5.10.7.3.1 In an effort to reduce costs, Contractor

shall receive payments through direct deposit and shall adhere to County's direct deposit requirements. Contractor shall complete a direct deposit authorization form and submit it to County's Contract Manager in the time and manner as prescribed by County.

**5.10.7.4 Past Due Invoice**

5.10.7.4.1 Any invoice submitted more than thirty (30) days after the last day of the month in which the Services were rendered shall constitute a "past due invoice". Notwithstanding any other provision of this Contract, Contractor and County agree that County shall have no obligation whatsoever to pay any past due invoices. County may, in its sole discretion, pay some or all of a past due invoice which Contractor has submitted, provided that sufficient funds remain available under this Contract.

5.10.8 Contractor's failure to timely submit Contract-related documents that are accurate and complete, as requested or required by County, may result in suspension of payments to Contractor or other remedies provided by law or this Contract. Such documents shall include, but are not limited to, the following:

5.10.8.1 Exhibit B (Budget); Exhibit D (Contractor's Equal Employment Opportunity Certification); Exhibit F (Contractor's Administration); Exhibit G (Contractor Acknowledgement and Confidentiality Agreement); Exhibit H (Contractor Employee Jury Service Program Certification Form and Application for Exception); Exhibit L (Joint Funding Revenue Disclosure); Exhibit N (Inventory Control Form); Exhibit O (Charitable Contributions Certification); Exhibit Q (Certification of Compliance with County's Defaulted Property Tax Reduction Program);

5.10.8.2 Those documents outlined in Exhibit A (Statement of Work), Paragraph 6.0 (Fiscal) and Paragraph 21.0 (Contract Document Deliverables).

5.10.9 Contractor is responsible for the accuracy of invoices submitted to County. Contractor shall reconcile its invoices and correct inaccuracies or inconsistencies in the invoices it submits to County. Contractor and County agree as follows:

5.10.9.1 When County or its designee discovers that Contractor has been overpaid, County will send Contractor written notification to request return of the overpayment. Overpayment includes, but is not limited to, payment(s) made to Contractor that exceeds either the Maximum Annual Contract Sum or the Maximum Contract Sum. Contractor shall return such overpayment to County within thirty (30) days of receiving County's written notification.

5.10.9.2 When Contractor receives or discovers any overpayment from County, Contractor shall immediately notify County in writing of such overpayment. Contractor shall immediately return such overpayment to County within thirty (30) days of receiving or discovering the overpayment.

5.10.9.3 At County's sole election, overpayment made to Contractor may be used to offset future payments due Contractor.

**5.10.10 County Approval of Invoices**

5.10.10.1 All invoices submitted by Contractor for payment must have the written approval of County's Contract Manager prior to any payment thereof. In no event shall County be liable or responsible for any payment prior to such written approval. Approval for payment will not be unreasonably withheld.

**5.10.11 Local Small Business Enterprise (Local SBE) - Prompt Payment Program**

5.10.11.1 When Contractor is certified as a Local SBE, Contractor will receive prompt payment for Services provided to County. Prompt payment is defined as fifteen (15) calendar days after receipt of an undisputed invoice.

**5.11 Cost of Living Adjustments**

5.11.1 The Contract amount (hourly, daily, monthly, Unit Rate, etc.) may be adjusted at County's sole discretion based on the increase or decrease in the U.S. Department of Labor, Bureau of Labor Statistics Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the 12-month period preceding the Contract anniversary date, which shall be the effective date for any cost of living adjustment. However, any increase shall not exceed the general salary movement granted to County employees as determined by the Chief Executive Office as of each July 1 for the prior 12-month period. Furthermore, should fiscal circumstances ultimately prevent the Board of Supervisors from approving any increase in County employee salaries, no cost of living adjustments will be granted.

**6.0 ADMINISTRATION OF CONTRACT - COUNTY**

**6.1 County Administration**

- 6.1.1 A listing of all County Administration referenced in the following Paragraphs is provided in Exhibit E (County's Administration). County shall notify Contractor in writing of any change in the names or addresses shown.

**6.2 County's Contract Manager**

- 6.2.1 Responsibilities of County's Contract Manager include:

- 6.2.1.1 ensuring that the objectives of this Contract are met;
- 6.2.1.2 providing direction to Contractor in the areas relating to County policy, information requirements, and procedural requirements;
- 6.2.1.3 making revisions which do not materially affect the terms and conditions of this Contract in accordance with Paragraph 9.8 (Modifications); and
- 6.2.1.4 acting on behalf of County with respect to approval of subcontracts and subcontractor employees working on this Contract.

**6.3 County's Program Manager**

- 6.3.1 The responsibilities of County's Program Manager include:

- 6.3.1.1 meeting with Contractor's Project Director on a regular basis; and
- 6.3.1.2 inspecting any and all tasks, deliverables, goods, Services, or other work provided by or on behalf of Contractor.

- 6.3.2 County's Program Manager is not authorized to make any changes in any of the terms and conditions of this Contract and is not authorized to further obligate County in any respect whatsoever.

**6.4 County's Compliance Manager**

- 6.4.1 County's Compliance Manager is responsible for conducting monitoring activities, verifying Contractor's compliance with the requirements of this Contract and overseeing the delivery of Services.

**7.0 ADMINISTRATION OF CONTRACT - CONTRACTOR**

**7.1 Contractor's Project Director**

- 7.1.1 Contractor's Project Director is designated in Exhibit F (Contractor's Administration). Contractor shall notify County's Contract Manager in writing of any change in the name or address of Contractor's Project Director.
- 7.1.2 Contractor's Project Director shall be responsible for Contractor's day-to-day activities as related to this Contract and shall coordinate with County's Contract Manager, County's Program Manager and County's Compliance Manager on a regular basis.



- 7.1.3 Contractor's Project Director must have the qualifications and experience identified in Exhibit A (Statement of Work).
- 7.2 Approval of Contractor's Staff**
- 7.2.1 County has the absolute right to approve or disapprove all of Contractor's staff performing Work hereunder and any proposed changes in Contractor's staff, including, but not limited to, Contractor's Project Director.
- 7.3 Contractor's Staff Identification**
- 7.3.1 Contractor shall provide, at Contractor's expense, all staff providing Services under this Contract with a photo identification badge (hereafter "badge"). The badge shall be developed in accordance with County's specifications. Contractor shall obtain approval for the format and content of the badge from County's Program Manager prior to Contractor creating, issuing, or implementing use of the badge.
- 7.3.2 Contractor's staff, while on duty or when entering County facilities or grounds, shall prominently display the badge on the upper part of the body. Contractor's staff may be asked to leave a County facility by a County representative if they do not have the photo identification badge on their person.
- 7.3.3 Contractor shall notify County's Contract Manager within five (5) days when staff is terminated from working under this Contract. Contractor shall retrieve and immediately destroy the employee's badge upon the employee's termination of employment with Contractor.
- 7.3.4 If County requests the removal of Contractor's staff, Contractor shall retrieve and immediately destroy an employee's badge at the time the employee is removed from working on this Contract.
- 7.4 Background and Security Investigations**
- 7.4.1 Each of Contractor's staff performing Services under this Contract who is in a designated sensitive position, as determined by County in County's sole discretion, shall undergo and pass a background investigation to the satisfaction of County as a condition of beginning and continuing to perform Services under this Contract. Such background investigation may include, but shall not be limited to, criminal conviction information obtained through fingerprints submitted to the California Department of Justice. The fees associated with the background investigation shall be at the expense of Contractor, regardless if the member of Contractor's staff passes or fails the background investigation. For purposes of this Contract, a sensitive position is one in which the duties pose a potential threat or risk to Client when performed by persons who have a criminal history incompatible with those duties, whether those persons are employees of Contractor or other individuals who perform Services on behalf of Contractor pursuant to this Contract. For Work performed under this Contract, sensitive positions include the following:

- 7.4.1.1 Positions that involve the care, oversight, or protection of persons through direct contact with such persons (e.g., social worker, case manager, etc.).
- 7.4.1.2 Positions having direct or indirect access to funds or negotiable instruments (e.g., finance manager, accountant, bookkeeper, etc.).
- 7.4.1.3 Positions that require State and/or professional licensing (e.g., Certified Public Accountant, etc.).
- 7.4.1.4 Positions that have access to confidential or classified information including criminal conviction information (e.g., human resources manager, etc.).
- 7.4.1.5 Positions that involve the care, oversight, or protection of County, public, or private property (e.g., property custodian, etc.).
- 7.4.2 If a member of Contractor's staff does not pass the background investigation, County may request that the member of Contractor's staff be immediately removed from performing Services under this Contract at any time during the term of this Contract. County will not provide to Contractor or to Contractor's staff any information obtained through County's background investigation.
- 7.4.3 County, in its sole discretion, may immediately deny or terminate facility access to any member of Contractor's staff that does not pass such investigation to the satisfaction of County or whose background or conduct is incompatible with County facility access.
- 7.4.4 No personnel employed by Contractor for this Contract shall be on active probation, currently on parole or have been on probation or parole within the last three (3) years.
- 7.4.5 Contractor and its staff, including all current and prospective employees, independent contractors, volunteers or subcontractors who may come in contact with people in the course of their work, volunteer activity, or performance of a subcontract, providing Services under this Contract shall be under a continuing obligation to disclose any prior or subsequent criminal conviction record or any pending criminal trial to County's Contract Manager. Contractor shall inform its staff, including all current and prospective employees, independent contractors, volunteers or subcontractors who may come in contact with people in the course of their work, volunteer activity, or performance of a subcontract, providing Services under this Contract of said obligation. Contractor shall maintain records of criminal convictions and/or pending criminal trials in the file of each such person.
- 7.4.6 Contractor shall immediately notify County's Contract Manager of any arrest and/or subsequent conviction, other than for minor traffic offenses, of any Contractor staff, independent contractor,

volunteer staff or subcontractor who may come in contact with children, elderly individuals or dependent adults while providing Services under this Contract when such information becomes known to Contractor. Contractor shall not engage or continue to engage the services of any person convicted of any crime involving harm to minors, or any crime involving conduct inimical to the health, morals, welfare or safety of others, including but not limited to, the offenses specified in the Health and Safety Code, Section 11590 (i.e., offenses requiring registration as a controlled substance offender) and those crimes listed in the Penal Code which involve murder, rape, kidnap, abduction, assault and lewd and lascivious acts.

- 7.4.7 Disqualification of any member of Contractor's staff pursuant to this Paragraph 7.4 shall not relieve Contractor of its obligation to complete all Work in accordance with the terms and conditions of this Contract.

## **7.5 Confidentiality**

- 7.5.1 Contractor shall maintain the confidentiality of all records and information in accordance with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures relating to confidentiality, including, without limitation, County policies concerning information technology security and the protection of confidential records and information.

- 7.5.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting, or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with this Paragraph 7.5, Exhibit P (Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business Associate Agreement)), and Exhibit G (Contractor Acknowledgement and Confidentiality Agreement), as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 7.5 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County. Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction, or make any admission, in each case, on behalf of County without County's prior written approval.

- 7.5.3 Contractor shall inform all of its officers, employees, agents and subcontractors providing Services hereunder of the

confidentiality provisions of this Contract.

- 7.5.4 Contractor shall sign and also adhere to the provisions of Exhibit G (Contractor Acknowledgement and Confidentiality Agreement).

## **8.0 STANDARD TERMS AND CONDITIONS**

### **8.1 AMENDMENTS**

- 8.1.1 For any change which affects the scope of Work, term, Contract Sum, payments, or any term or condition included under this Contract, an Amendment shall be prepared and executed by Contractor and by County's Department Head or his/her designee.
- 8.1.2 County's Board of Supervisors or Chief Executive Officer or designee may require the addition and/or change of certain terms and conditions in this Contract during the term of this Contract. County reserves the right to add and/or change such provisions as required by County's Board of Supervisors or Chief Executive Officer. To implement such changes, an Amendment to this Contract shall be prepared and executed by Contractor and by County's Department Head or his/her designee.
- 8.1.3 County's Department Head or his/her designee, may at his/her sole discretion, authorize extensions of time as defined in Paragraph 4.0 (Term of Contract). Contractor agrees that such extensions of time shall not change any other term or condition of this Contract during the period of such extensions. To implement an extension of time, an Amendment to this Contract shall be prepared and executed by Contractor and by County's Department Head or his/her designee.
- 8.1.4 The following events shall also warrant an Amendment to this Contract as described in this Paragraph 8.1:
- 8.1.4.1 County may make a unilateral modification to this Contract at any time, if required by Federal, State or County laws or policies, and shall immediately notify Contractor of said modification and the justification thereto.
- 8.1.4.2 To the extent that funding for the Program is eliminated or otherwise reduced, or the Program is terminated for any reason, County may in its sole discretion amend this Contract accordingly.

### **8.2 ASSIGNMENT AND DELEGATION**

- 8.2.1 Contractor shall not assign its rights or delegate its duties under this Contract, or both, whether in whole or in part, without the prior written consent of County, in its discretion, and any attempted assignment or delegation without such consent shall be null and void. For purposes of this Paragraph 8.2, County consent shall require a written Amendment to this Contract, which is formally approved and executed by the parties. Any payments by County to any approved delegate or assignee on any claim under this Contract shall be deductible, at County's sole discretion, against the claims, which Contractor may have

against County.

8.2.2 Shareholders, partners, members, or other equity holders of Contractor may transfer, sell, exchange, assign, or divest themselves of any interest they may have therein. However, in the event any such sale, transfer, exchange, assignment, or divestment is effected in such a way as to give majority control of Contractor to any person(s), corporation, partnership, or legal entity other than the majority controlling interest therein at the time of execution of this Contract, such disposition is an assignment requiring the prior written consent of County in accordance with applicable provisions of this Contract.

8.2.3 Any assumption, assignment, delegation, or takeover of any of Contractor's duties, responsibilities, obligations, or performance of same by any entity other than Contractor, whether through assignment, subcontract, delegation, merger, buyout, or any other mechanism, with or without consideration for any reason whatsoever without County's express prior written approval, shall be a material breach of this Contract which may result in the termination of this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

### **8.3 AUTHORIZATION WARRANTY**

8.3.1 Contractor represents and warrants that the person executing this Contract for Contractor is an authorized agent who has actual authority to bind Contractor to each and every term, condition, and obligation of this Contract and that all requirements of Contractor have been fulfilled to provide such actual authority.

### **8.4 BUDGET REDUCTIONS**

8.4.1 In the event that County's Board of Supervisors adopts, in any Fiscal Year, a County budget which provides for reductions in the salaries and benefits paid to the majority of County employees and imposes similar reductions with respect to County contracts, County reserves the right to reduce its payment obligation under this Contract correspondingly for that Fiscal Year and any subsequent Fiscal Year during the term of this Contract (including any extensions), and the Services to be provided by Contractor under this Contract shall also be reduced correspondingly. County's notice to Contractor regarding said reduction in payment obligation shall be provided within thirty (30) calendar days of the Board's approval of such actions. Except as set forth in the preceding sentence, Contractor shall continue to provide all of the Services set forth in this Contract.

### **8.5 COMPLAINTS**

8.5.1 Contractor shall develop, maintain and operate procedures for receiving, investigating and responding to complaints. Within fifteen (15) business days after Contract effective date, Contractor shall provide County's Contract Manager with Contractor's policy for receiving, investigating and responding to Client complaints.

- 8.5.2 County will review Contractor's policy and provide Contractor with approval of said plan or with requested changes.
- 8.5.3 If County requests changes in Contractor's policy, Contractor shall make such changes and resubmit the plan within five (5) business days for County approval.
- 8.5.4 If, at any time, Contractor wishes to change Contractor's policy, Contractor shall submit proposed changes to County's Contract Manager for approval before implementation.
- 8.5.5 Contractor shall preliminarily investigate all complaints and notify County's Compliance Manager of the status of the investigation within ten (10) business days of receiving the complaint.
- 8.5.6 When complaints cannot be resolved informally, a system of follow-through shall be instituted which adheres to formal plans for specific actions and strict time deadlines.
- 8.5.7 Copies of all written responses shall be sent to County's Compliance Manager within five (5) business days of mailing to the complainant.
- 8.5.8 Contractor shall provide Client an opportunity to anonymously submit a grievance directly to County's Compliance Manager. Contractor shall ensure that the contact information of County's Compliance Manager is posted in a publicly accessible area and also provided to Client in writing.
- 8.5.9 Contractor shall provide County an opportunity to consider any grievance whether it is anonymously submitted to County by Client or if it's a grievance that cannot be resolved by Contractor. At County's sole discretion, County's written decision regarding the grievance shall be final and irrevocable.
- 8.5.10 At a minimum, Contractor shall incorporate the procedures and provisions of this Paragraph 8.5 in its written grievance policies.

**8.6 COMPLIANCE WITH APPLICABLE LAWS**

- 8.6.1 In the performance of this Contract, Contractor shall comply with all applicable Federal, State and local laws, rules, regulations, ordinances, directives, guidelines, policies and procedures, and all provisions required thereby to be included in this Contract are hereby incorporated herein by reference.
- 8.6.2 Contractor shall indemnify, defend, and hold harmless County, its officers, employees, and agents, from and against any and all claims, demands, damages, liabilities, losses, costs, and expenses, including, without limitation, defense costs and legal, accounting and other expert, consulting or professional fees, arising from, connected with, or related to any failure by Contractor, its officers, employees, agents, or subcontractors, to comply with any such laws, rules, regulations, ordinances, directives, guidelines, policies, or procedures, as determined by County in its sole judgment. Any legal defense pursuant to Contractor's indemnification obligations under this Paragraph 8.6 shall be conducted by Contractor and performed by counsel selected by Contractor and approved by County.

Notwithstanding the preceding sentence, County shall have the right to participate in any such defense at its sole cost and expense, except that in the event Contractor fails to provide County with a full and adequate defense, as determined by County in its sole judgment, County shall be entitled to retain its own counsel, including, without limitation, County Counsel, and reimbursement from Contractor for all such costs and expenses incurred by County in doing so. Contractor shall not have the right to enter into any settlement, agree to any injunction or other equitable relief, or make any admission, in each case, on behalf of County without County's prior written approval.

8.6.3 Contractor certifies and agrees that it fully complies with all applicable requirements of the Program regulations, rules, ordinances, court rules, municipal laws, directives, policies and procedures issued pursuant to the enabling statute(s) and/or Federal, State and County regulations and laws. Contractor shall also comply with all subsequent revisions, modifications, and administrative and statutory changes made thereto by Federal, State and County authorities. Contractor's compliance with applicable laws and regulations includes, but is not limited to, adherence to applicable OMB Circulars, CFRs and mandatory standards and policies relating to energy efficiency in the State Energy Conservation Plan (Title 24, California Administrative Code) and compliance with Section 306 of the Clean Air Act (42 USC 1857[h]), Section 508 of the Clean Water Act (33 USC 1368), Executive Order 11738 and Environmental Protection Agency regulations (40 CFR Part 15). County reserves the right to review Contractor's procedures to ensure that they comply with the statutes, ordinances, regulations, rules, rulings, policies and procedures of the Federal, State and County authorities, as applicable.

8.6.4 Contractor's failure to comply with such regulations, rules, ordinances, court rules, municipal laws, directives, policies and procedures outlined in this Paragraph 8.6 and the provisions, requirements or conditions of this Contract, including but not limited to, performance documentation, reporting, audit and evaluation requirements shall be material breach of this Contract and may result in termination of this Contract or other remedies available herein.

## **8.7 COMPLIANCE WITH CIVIL RIGHTS LAWS**

8.7.1 Contractor hereby assures that it will comply with Subchapter VI of the Civil Rights Act of 1964 (42 USC 2000 (e)(1) through (e) (17)), to the end that no person shall, on the grounds of race, creed, color, sex, religion, ancestry, age, condition of physical handicap, marital status, political affiliation, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract. Contractor shall comply with Exhibit D (Contractor's Equal Employment Opportunity Certification). Prior to the commencement of this Contract, Contractor shall submit the completed Exhibit D to County's Contract Manager in the time and manner as designated by County.

## **8.8 COMPLIANCE WITH THE COUNTY'S JURY SERVICE PROGRAM**

**8.8.1 Jury Service Program**

8.8.1.1 This Contract is subject to the provisions of County's ordinance entitled Contractor Employee Jury Service (hereafter "Jury Service Program") as codified in Los Angeles County Code Sections 2.203.010 through 2.203.090, a copy of which is attached in Exhibit H (Contractor Employee Jury Service Program Certification Form and Application for Exception) and incorporated by reference into and made a part of this Contract.

**8.8.2 Written Employee Jury Service Policy**

8.8.2.1 Unless Contractor has demonstrated to County's satisfaction either that Contractor is not a "Contractor" as defined under the Jury Service Program (Los Angeles County Code Section 2.203.020) or that Contractor qualifies for an exception to the Jury Service Program (Los Angeles County Code Section 2.203.070), Contractor shall have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service.

8.8.2.2 For purposes of this Paragraph 8.8, "Contractor" means a person, partnership, corporation or other entity which has a contract with County or a subcontract with a County contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one (1) or more County contracts or subcontracts. "Employee" means any California resident who is a full-time employee of Contractor. "Full-time" means forty (40) hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Full-time employees providing short-term, temporary services of ninety (90) days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program. If Contractor uses any subcontractor to perform Services for County under this Contract, the subcontractor shall also be subject to the provisions of this Paragraph 8.8. The provisions of this Paragraph 8.8, shall be inserted into any such subcontract agreement and a copy of the Jury Service Program shall be attached to the agreement.

8.8.2.3 If Contractor is not required to comply with the Jury Service Program when this Contract commences,



Contractor shall have a continuing obligation to review the applicability of its "exception status" from the Jury Service Program, and Contractor shall immediately notify County's Contract Manager if Contractor at any time either comes within the Jury Service Program's definition of "Contractor" or if Contractor no longer qualifies for an exception to the Jury Service Program. In either event, Contractor shall immediately implement a written policy consistent with the Jury Service Program. County may also require, at any time during this Contract and at its sole discretion, that Contractor demonstrate, to County's satisfaction that Contractor either continues to remain outside of the Jury Service Program's definition of "Contractor" and/or that Contractor continues to qualify for an exception to the Program.

- 8.8.2.4 Contractor's violation of this Paragraph 8.8 of this Contract may constitute a material breach of this Contract. In the event of such material breach, County may, in its sole discretion, terminate this Contract and/or bar Contractor from the award of future County contracts for a period of time consistent with the seriousness of the breach.

## **8.9 CONFLICT OF INTEREST**

- 8.9.1 No County employee whose position with County enables such employee to influence the award of this Contract or any competing contract, and no spouse or economic dependent of such employee, shall be employed in any capacity by Contractor or have any other direct or indirect financial interest in this Contract. No officer or employee of Contractor who may financially benefit from the performance of Work hereunder shall in any way participate in County's approval, or ongoing evaluation, of such Work, or in any way attempt to unlawfully influence County's approval or ongoing evaluation of such Work.
- 8.9.2 Contractor shall comply with all conflict of interest laws, ordinances, and regulations now in effect or hereafter to be enacted during the term of this Contract. Contractor warrants that it is not now aware of any facts that create a conflict of interest. If Contractor hereafter becomes aware of any facts that might reasonably be expected to create a conflict of interest, it shall immediately make full written disclosure of such facts to County. Full written disclosure shall include, but is not limited to, identification of all persons implicated and a complete description of all relevant circumstances. Failure to comply with the provisions of this Paragraph 8.9 shall be a material breach of this Contract.

## **8.10 CONSIDERATION OF HIRING COUNTY EMPLOYEES TARGETED FOR LAYOFFS OR ON RE-EMPLOYMENT LIST**

- 8.10.1 Should Contractor require additional or replacement personnel after the effective date of this Contract to perform the Services set forth herein, Contractor shall give first consideration for such employment openings to qualified, permanent County employees

who are targeted for layoff or qualified, former County employees who are on a re-employment list during the life of this Contract.

## **8.11 CONSIDERATION OF HIRING GAIN/GROW PROGRAM PARTICIPANTS**

8.11.1 Should Contractor require additional or replacement personnel after the effective date of this Contract, Contractor shall give consideration for any such employment openings to participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunity for Work (GROW) Program who meet Contractor's minimum qualifications for the open position. For this purpose, consideration shall mean that Contractor will interview qualified candidates. County will refer GAIN/GROW participants by job category to Contractor.

8.11.2 In the event that both laid-off County employees and GAIN/GROW participants are available for hiring, County employees shall be given first priority.

## **8.12 CONTRACTOR RESPONSIBILITY AND DEBARMENT**

### **8.12.1 Responsible Contractor**

8.12.1.1 A responsible contractor is a contractor who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform this Contract. It is County's policy to conduct business only with responsible contractors.

### **8.12.2 Los Angeles County Code Chapter 2.202**

8.12.2.1 Contractor is hereby notified that, in accordance with Los Angeles County Code Chapter 2.202, if County acquires information concerning the performance of Contractor on this or other contracts which indicates that Contractor is not responsible, County may, in addition to other remedies provided in this Contract, debar Contractor from bidding or proposing on, or being awarded, and/or performing work on County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and terminate any or all existing contracts Contractor may have with County.

### **8.12.3 Non-responsible Contractor**

8.12.3.1 County may debar Contractor if the Board of Supervisors finds, in its discretion, that Contractor has done any of the following: (1) violated a term of a contract with County or a nonprofit corporation created by County, (2) committed an act or omission which negatively reflects on Contractor's quality, fitness or capacity to perform a contract with County, any other public entity, or a nonprofit corporation created by County, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or offense which

indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against County or any other public entity.

**8.12.4 Contractor Hearing Board**

8.12.4.1 If there is evidence that Contractor may be subject to debarment, County will notify Contractor in writing of the evidence which is the basis for the proposed debarment and will advise Contractor of the scheduled date for a debarment hearing before the Contractor Hearing Board.

8.12.4.2 The Contractor Hearing Board will conduct a hearing where evidence on the proposed debarment is presented. Contractor and/or Contractor's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Contractor should be debarred, and, if so, the appropriate length of time of the debarment. Contractor and County shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

8.12.4.3 After consideration of any objections, or if no objections are submitted, a record of the hearing, the proposed decision, and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.4.4 If Contractor has been debarred for a period longer than five (5) years, Contractor may after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Contractor has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of County.

8.12.4.5 The Contractor Hearing Board will consider a request for review of a debarment determination only where: (1) Contractor has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3)

the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

- 8.12.4.6 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.

8.12.5 **Subcontractors of Contractor**

- 8.12.5.1 These terms shall also apply to subcontractors of County contractors.

- 8.12.6 Contractor hereby acknowledges that County is prohibited from contracting with and/or making sub-awards to parties that are suspended, debarred, ineligible, or excluded from securing Federally-funded contracts. By executing this Contract, Contractor certifies that neither it nor any of its owners, officers, partners, directors, or other principals is currently suspended, debarred, ineligible, or excluded from securing Federally-funded contracts. Further by executing this Contract, Contractor certifies that, to its knowledge, none of its subcontractors, at any tier, or any owner, officer, partner, director or other principal of any subcontractors is currently suspended, debarred, ineligible, or excluded from securing Federally-funded contracts. During the term of this Contract, Contractor shall immediately notify County in writing should it or any of its subcontractors or any principals of either be suspended, debarred, ineligible, or excluded from securing Federally-funded contracts. Failure of Contractor to comply with this provision shall constitute a material breach of this Contract upon which County may immediately terminate or suspend this Contract.

8.13 **CONTRACTOR'S ACKNOWLEDGEMENT OF COUNTY' S COMMITMENT TO THE SAFELY SURRENDERED BABY LAW**

- 8.13.1 Contractor acknowledges that County places a high priority on the implementation of the Safely Surrendered Baby Law. Contractor understands that it is County's policy to encourage all County contractors to voluntarily post County's "Safely Surrendered Baby Law" poster in a prominent position at Contractor's place of business. Contractor will also encourage its subcontractors, if any, to post this poster in a prominent

position in the subcontractor's place of business. The County's Department of Children and Family Services will supply Contractor with the poster to be used. Information on how to receive the poster can be found on the Internet at [www.babysafela.org](http://www.babysafela.org).

**8.14 CONTRACTOR'S WARRANTY OF ADHERENCE TO COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM**

8.14.1 Contractor acknowledges that County has established a goal of ensuring that all individuals who benefit financially from County through this Contract are in compliance with their court-ordered child, family and spousal support obligations in order to mitigate the economic burden otherwise imposed upon County and its taxpayers.

8.14.2 As required by County's Child Support Compliance Program (Los Angeles County Code Chapter 2.200) and without limiting Contractor's duty under this Contract to comply with all applicable provisions of law, Contractor warrants that it is now in compliance and shall during the term of this Contract maintain in compliance with employment and wage reporting requirements as required by the Federal Social Security Act (42 USC 653(a)) and California Unemployment Insurance Code Section 1088.5, and shall implement all lawfully served Wage and Earnings Withholding Orders or Child Support Services Department Notices of Wage and Earnings Assignment for Child, Family or Spousal Support, pursuant to Code of Civil Procedure Section 706.031 and Family Code Section 5246(b).

**8.15 COUNTY'S QUALITY ASSURANCE PLAN**

8.15.1 County or its agent will evaluate Contractor's performance under this Contract on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with all Contract terms and conditions and performance standards. Contractor deficiencies which County determines are severe or continuing and that may place performance of this Contract in jeopardy if not corrected will be reported to the Board of Supervisors. The report will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate this Contract or impose other penalties as specified in this Contract.

**8.16 DAMAGE TO COUNTY FACILITIES, BUILDINGS OR GROUNDS**

8.16.1 Contractor shall repair, or cause to be repaired, at its own cost, any and all damage to County facilities, buildings, or grounds caused by Contractor or employees or agents of Contractor. Such repairs shall be made immediately after Contractor has become aware of such damage, but in no event later than thirty (30) days after the occurrence.

8.16.2 If Contractor fails to make timely repairs, County may make any necessary repairs. All costs incurred by County, as determined by County, for such repairs shall be repaid by Contractor by cash payment upon demand.

**8.17 EMPLOYMENT ELIGIBILITY VERIFICATION**

- 8.17.1 Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing Work under this Contract meet the citizenship or alien status requirements set forth in Federal and State statutes and regulations. Contractor shall obtain, from all employees performing Work hereunder, all verification and other documentation of employment eligibility status required by Federal and State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, (P.L. 99-603), or as they currently exist and as they may be hereafter amended. Contractor shall retain all such documentation for all covered employees for the period prescribed by law.
- 8.17.2 Contractor shall indemnify, defend, and hold harmless, County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against Contractor or County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing Work under this Contract.

**8.18 FACSIMILE REPRESENTATIONS**

- 8.18.1 County and Contractor hereby agree to regard facsimile representations of original signatures (i.e., electronic signatures) of authorized officers of each party, when appearing in appropriate places on the Amendments prepared pursuant to Paragraph 8.1 (Amendments) and received via communications facilities, as legally sufficient evidence that such original signatures have been affixed to Amendments to this Contract, such that the parties need not follow up facsimile transmissions of such documents with subsequent (non-facsimile) transmission of "original" versions of such documents.

**8.19 FAIR LABOR STANDARDS**

- 8.19.1 Contractor shall comply with all applicable provisions of the Federal Fair Labor Standards Act and shall indemnify, defend, and hold harmless County and its agents, officers, and employees from any and all liability, including, but not limited to, wages, overtime pay, liquidated damages, penalties, court costs, and attorneys' fees arising under any wage and hour law, including, but not limited to, the Federal Fair Labor Standards Act, for Work performed by Contractor's employees for which County may be found jointly or solely liable.

**8.20 FORCE MAJEURE**

- 8.20.1 Neither party shall be liable for such party's failure to perform its obligations under and in accordance with this Contract, if such failure arises out of fires, floods, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by such party or any of such party's subcontractors), freight embargoes, or other similar events to those described above, but in every such case the failure to perform must be totally beyond the control and without any fault or negligence of such party (such events are referred to in this Paragraph 8.20 as "force majeure events").

- 8.20.2 Notwithstanding the foregoing, a default by a subcontractor of Contractor shall not constitute a force majeure event, unless such default arises out of causes beyond the control of both Contractor and such subcontractor, and without any fault or negligence of either of them. In such case, Contractor shall not be liable for failure to perform, unless the goods or Services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this Paragraph 8.20, the term "subcontractor" and "subcontractors" mean subcontractors at any tier.
- 8.20.3 In the event Contractor's failure to perform arises out of a force majeure event, Contractor agrees to use commercially reasonable best efforts to obtain goods or Services from other sources, if applicable, and to otherwise mitigate the damages and reduce the delay caused by such force majeure event.

## **8.21 GOVERNING LAW, JURISDICTION, AND VENUE**

- 8.21.1 This Contract shall be governed by, and construed in accordance with, the laws of the State of California. Contractor agrees and consents to the exclusive jurisdiction, including personal jurisdiction, of the courts of the State of California for all purposes regarding this Contract, and further agrees and consents that venue of any action brought hereunder shall be exclusively in the County of Los Angeles.

## **8.22 INDEPENDENT CONTRACTOR STATUS**

- 8.22.1 This Contract is by and between County and Contractor and is not intended, and shall not be construed, to create the relationship of agent, servant, employee, partnership, joint venture, or association, as between County and Contractor. The employees and agents of one party shall not be, or be construed to be, the employees or agents of the other party for any purpose whatsoever.
- 8.22.2 Contractor shall be solely liable and responsible for providing to, or on behalf of, all persons performing Work pursuant to this Contract all compensation and benefits. County shall have no liability or responsibility for the payment of any salaries, wages, unemployment benefits, disability benefits, Federal, State, or local taxes, or other compensation, benefits, or taxes for any personnel provided by or on behalf of Contractor.
- 8.22.3 Contractor understands and agrees that all persons performing Work pursuant to this Contract are, for purposes of Workers' Compensation liability, solely employees of Contractor and not employees of County. Contractor shall be solely liable and responsible for furnishing any and all Workers' Compensation benefits to any person as a result of any injuries arising from or connected with any Work performed by or on behalf of Contractor pursuant to this Contract.
- 8.22.4 Contractor shall adhere to the provisions stated in Paragraph 7.5 (Confidentiality).

## **8.23 INDEMNIFICATION**

- 8.23.1 Contractor shall indemnify, defend and hold harmless County, its Special Districts ("County Indemnities"), elected and appointed officers, employees, and agents from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, and expenses (including attorney and expert witness fees), arising from or connected with Contractor's acts and/or omissions arising from and/or relating to this Contract, except for loss or damage arising from the sole negligence or willful misconduct of the County Indemnities.

**8.24 GENERAL PROVISIONS FOR ALL INSURANCE COVERAGE**

- 8.24.1 Without limiting Contractor's indemnification of County, and in the performance of this Contract and until all of its obligations pursuant to this Contract have been met, Contractor shall provide and maintain at its own expense insurance coverage satisfying the requirements specified in this Paragraph 8.24 and Paragraph 8.25 (Insurance Coverage) of this Contract. These minimum insurance coverage terms, types and limits (the "Required Insurance") also are in addition to and separate from any other contractual obligation imposed upon Contractor pursuant to this Contract. County in no way warrants that the Required Insurance is sufficient to protect Contractor for liabilities which may arise from or relate to this Contract.

**Evidence of Coverage and Notice to County**

- 8.24.1.1 Certificate(s) of insurance coverage (Certificate) satisfactory to County, and a copy of an Additional Insured endorsement confirming County and its Agents (defined below) have been given Insured status under Contractor's General Liability policy, shall be delivered to County at the address shown below and provided prior to commencing Services under this Contract.
- 8.24.1.2 Renewal Certificates shall be provided to County not less than ten (10) days prior to Contractor's policy expiration dates. County reserves the right to obtain complete, certified copies of any required Contractor and/or subcontractor insurance policies at any time.
- 8.24.1.3 Certificates shall identify all Required Insurance coverage types and limits specified herein, reference this Contract by name or number, and be signed by an authorized representative of the insurer(s). The Insured party named on the Certificate shall match the name of Contractor identified as the contracting party in this Contract. Certificates shall provide the full name of each insurer providing coverage, its NAIC (National Association of Insurance Commissioners) identification number, its financial rating, the amounts of any policy deductibles or self-insured retentions exceeding \$50,000.00 dollars, and list any County required endorsement forms.



8.24.1.4 Neither County's failure to obtain, nor County's receipt of, or failure to object to a non-complying insurance certificate or endorsement, or any other insurance documentation or information provided by Contractor, its insurance broker(s) and/or insurer(s), shall be construed as a waiver of any of the Required Insurance provisions.

8.24.1.5 Certificates and copies of any required endorsements shall be sent to:

County of Los Angeles

Community and Senior Services

Contracts Management Division

Attention: County's Contract Manager

3175 West Sixth Street

Los Angeles, CA 90020

8.24.1.6 Contractor also shall promptly report to County's Contract Manager any injury or property damage accident or incident, including any injury to a Contractor employee occurring on County property, and any loss, disappearance, destruction, misuse, or theft of County property, monies or securities entrusted to Contractor. Contractor also shall promptly notify County's Contract Manager of any third-party claim or suit filed against Contractor or any of its subcontractors which arises from or relates to this Contract, and could result in the filing of a claim or lawsuit against Contractor and/or County.

**8.24.2 Additional Insured Status and Scope of Coverage**

8.24.2.1 The County of Los Angeles, its Special Districts, Elected Officials, Officers, Agents, Employees and Volunteers (collectively County and its Agents) shall be provided additional insured status under Contractor's General Liability policy with respect to liability arising out of Contractor's ongoing and completed operations performed on behalf of County. County and its Agents additional insured status shall apply with respect to liability and defense of suits arising out of Contractor's acts or omissions, whether such liability is attributable to Contractor or to County. The full policy limits and scope of protection also shall apply to County and its Agents as an additional insured, even if they exceed County's minimum Required Insurance specifications herein. Use of an automatic additional insured endorsement form is acceptable

providing it satisfies the Required Insurance provisions herein.

**8.24.3 Cancellation of or Changes in Insurance**

8.24.3.1 Contractor shall provide County with, or Contractor's insurance policies shall contain a provision that County shall receive, written notice of cancellation or any change in Required Insurance, including insurer, limits of coverage, term of coverage or policy period. The written notice shall be provided to County at least ten (10) days in advance of cancellation for non-payment of premium and thirty (30) days in advance for any other cancellation or policy change. Failure to provide written notice of cancellation or any change in Required Insurance may constitute a material breach of this Contract, in the sole discretion of County, upon which County may suspend or terminate this Contract.

**8.24.4 Failure to Maintain Insurance**

8.24.4.1 Contractor's failure to maintain or to provide acceptable evidence that it maintains the Required Insurance shall constitute a material breach of this Contract, upon which County immediately may withhold payments due to Contractor, and/or suspend or terminate this Contract. County, at its sole discretion, may obtain damages from Contractor resulting from said breach.

**8.24.5 Insurer Financial Ratings**

8.24.5.1 Coverage shall be placed with insurers acceptable to County with A.M. Best ratings of not less than A:VII unless otherwise approved by County.

**8.24.6 Contractor's Insurance Shall Be Primary**

8.24.6.1 Contractor's insurance policies, with respect to any claims related to this Contract, shall be primary with respect to all other sources of coverage available to Contractor. Any County maintained insurance or self-insurance coverage shall be in excess of and not contribute to any Contractor coverage.

**8.24.7 Waivers of Subrogation**

8.24.7.1 To the fullest extent permitted by law, Contractor hereby waives its rights and its insurer(s)' rights of recovery against County under all the Required Insurance for any loss arising from or relating to this Contract. Contractor shall require its insurers to execute any waiver of subrogation endorsements which may be necessary to effect such waiver.

**8.24.8 Subcontractor Insurance Coverage Requirements**

8.24.8.1 Contractor shall include all subcontractors as insureds under Contractor's own policies, or shall

provide County with each subcontractor's separate evidence of insurance coverage. Contractor shall be responsible for verifying each subcontractor complies with the Required Insurance provisions herein, and shall require that each subcontractor name County and Contractor as additional insureds on the subcontractor's General Liability policy. Contractor shall obtain County's prior review and approval of any subcontractor request for modification of the Required Insurance.

**8.24.9 Deductibles and Self-Insured Retentions (SIRs)**

8.24.9.1 Contractor's policies shall not obligate County to pay any portion of any Contractor deductible or SIR. County retains the right to require Contractor to reduce or eliminate policy deductibles and SIRs as respects County, or to provide a bond guaranteeing Contractor's payment of all deductibles and SIRs, including all related claims investigation, administration and defense expenses. Such bond shall be executed by a corporate surety licensed to transact business in the State of California.

**8.24.10 Claims Made Coverage**

8.24.10.1 If any part of the Required Insurance is written on a claims made basis, any policy retroactive date shall precede the effective date of this Contract. Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following Contract expiration, termination or cancellation.

**8.24.11 Application of Excess Liability Coverage**

8.24.11.1 Contractors may use a combination of primary, and excess insurance policies which provide coverage as broad as the underlying primary policies, to satisfy the Required Insurance provisions.

**8.24.12 Separation of Insureds**

8.24.12.1 All liability policies shall provide cross-liability coverage as would be afforded by the standard ISO (Insurance Services Office, Inc.) separation of insureds provision with no insured versus insured exclusions or limitations.

**8.24.13 Alternative Risk Financing Programs**

8.24.13.1 County reserves the right to review, and then approve, Contractor use of self-insurance, risk retention groups, risk purchasing groups, pooling arrangements and captive insurance to satisfy the Required Insurance provisions. County and its Agents shall be designated as an Additional Covered Party under any approved program.

**8.24.14 County Review and Approval of Insurance Requirements**

- 8.24.14.1 County reserves the right to review and adjust the Required Insurance provisions, conditioned upon County's determination of changes in risk exposures.

## **8.25 INSURANCE COVERAGE**

### **8.25.1 Commercial General Liability**

- 8.25.1.1 Insurance (providing scope of coverage equivalent to ISO policy form CG 00 01), naming County and its Agents as an additional insured, with limits of not less than:

General Aggregate:	\$2 million
Products/Completed Operations Aggregate:	\$1 million
Personal and Advertising Injury:	\$1 million
Each Occurrence:	\$1 million

### **8.25.2 Automobile Liability**

- 8.25.2.1 Insurance (providing scope of coverage equivalent to ISO policy form CA 00 01) with limits of not less than \$1 million for bodily injury and property damage, in combined or equivalent split limits, for each single accident. Insurance shall cover liability arising out of Contractor's use of autos pursuant to this Contract, including owned, leased, hired, and/or non-owned autos, as each may be applicable.

### **8.25.3 Workers Compensation and Employers' Liability**

- 8.25.3.1 Insurance or qualified self-insurance satisfying statutory requirements, which includes Employers' Liability coverage with limits of not less than \$1 million per accident. If Contractor will provide leased employees, or, is an employee leasing or temporary staffing firm or a professional employer organization (PEO), coverage also shall include an Alternate Employer Endorsement (providing scope of coverage equivalent to ISO policy form WC 00 03 01 A) naming County as the Alternate Employer, and the endorsement form shall be modified to provide that County will receive not less than thirty (30) days advance written notice of cancellation of this coverage provision. If applicable to Contractor's operations, coverage also shall be arranged to satisfy the requirements of any Federal workers or workmen's compensation law or any Federal occupational disease law.

### **8.25.4 Crime Coverage**

- 8.25.4.1 A Fidelity Bond or Crime Insurance policy with limits of not less than \$50,000 per occurrence. Such coverage shall protect against all loss of money, securities, or other valuable property entrusted by County to Contractor, and apply to all of Contractor's directors, officers, agents and

employees who regularly handle or have responsibility for such money, securities or property. County and its Agents shall be named as an Additional Insured and Loss Payee as its interests may appear. This insurance shall include third-party fidelity coverage, include coverage for loss due to theft, mysterious disappearance, and computer fraud/theft, and shall not contain a requirement for an arrest and/or conviction.

**8.25.5 Professional Liability/Errors and Omissions**

8.25.5.1 Insurance covering Contractor's liability arising from or related to this Contract, with limits of not less than \$1 million per claim and \$2 million aggregate. Further, Contractor understands and agrees it shall maintain such coverage for a period of not less than three (3) years following this Contract's expiration, termination or cancellation.

**8.25.6 Property Coverage**

8.25.6.1 Contractors given exclusive use of County owned or leased property shall carry property coverage at least as broad as that provided by the ISO special causes of loss (ISO policy form CP 10 30) form. County and its Agents shall be named as an Additional Insured and Loss Payee on Contractor's insurance as its interests may appear. Automobiles and mobile equipment shall be insured for their actual cash value. Real property and all other personal property shall be insured for their full replacement value.

**8.25.7 Sexual Misconduct Liability**

8.25.7.1 Insurance covering actual or alleged claims for sexual misconduct and/or molestation with limits of not less than \$2 million per claim and \$2 million aggregate, and claims for negligent employment, investigation, supervision, training or retention of, or failure to report to proper authorities, a person(s) who committed any act of abuse, molestation, harassment, mistreatment or maltreatment of a sexual nature.

**8.26 LIQUIDATED DAMAGES**

8.26.1 If, in the judgment of County's Department Head, or his/her designee, Contractor is deemed to be non-compliant with the terms and obligations assumed hereby, County's Department Head, or his/her designee, at his/her option, in addition to, or in lieu of, other remedies provided herein, may withhold the entire monthly payment or deduct pro rata from Contractor's invoice for Work not performed. A description of the Work not performed and the amount to be withheld or deducted from payments to Contractor from County, will be forwarded to Contractor by County's Department Head, or his/her designee, in a written notice describing the reasons for said action.

- 8.26.2 If County's Department Head, or his/her designee, determines that there are deficiencies in the performance of this Contract that County's Department Head, or his/her designee, deems are correctable by Contractor over a certain time span, County's Department Head, or his/her designee, will provide a written notice to Contractor to correct the deficiency within specified time frames. Should Contractor fail to correct deficiencies within said time frame, County's Department Head, or his/her designee, may:
- 8.26.2.1 Deduct from Contractor's payment, pro rata, those applicable portions of the monthly Contract Sum; and/or
  - 8.26.2.2 Deduct liquidated damages. The parties agree that it will be impracticable or extremely difficult to fix the extent of actual damages resulting from the failure of Contractor to correct a deficiency within the specified time frame. The parties hereby agree that under the current circumstances a reasonable estimate of such damages per day per infraction shall be 0.25% of the Maximum Annual Contract Sum, and that Contractor shall be liable to County for liquidated damages in said amount. Said amount shall be deducted from County's payment to Contractor; and/or
  - 8.26.2.3 Upon giving five (5) days' notice to Contractor for failure to correct the deficiencies, County may correct any and all deficiencies and the total costs incurred by County for completion of the Work by an alternate source, whether it be County forces or separate private contractor, will be deducted and forfeited from the payment to Contractor from County, as determined by County.
- 8.26.3 The action noted in Sub-paragraph 8.26.2 shall not be construed as a penalty, but as adjustment of payment to Contractor to recover County cost due to the failure of Contractor to complete or comply with the provisions of this Contract.
- 8.26.4 This Paragraph 8.26 shall not, in any manner, restrict or limit County's right to damages for any breach of this Contract provided by law or as specified in Exhibit S (Performance Requirements Summary Chart) or Sub-paragraph 8.26.2, and shall not, in any manner, restrict or limit County's right to terminate this Contract as agreed to herein.
- 8.27 MOST FAVORED PUBLIC ENTITY**
- 8.27.1 If Contractor's prices decline, or should Contractor at any time during the term of this Contract provide the same goods or Services under similar quantity and delivery conditions to the State of California or any county, municipality, or district of the State at prices below those set forth in this Contract, then such lower prices shall be immediately extended to County.
- 8.28 NON-DISCRIMINATION AND AFFIRMATIVE ACTION**

- 8.28.1 Contractor certifies and agrees that all persons employed by it, its affiliates, subsidiaries, or holding companies are and shall be treated equally without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations.
- 8.28.2 Contractor shall certify to, and comply with, the provisions of Exhibit D (Contractor's Equal Employment Opportunity Certification).
- 8.28.3 Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, in compliance with all applicable Federal and State anti-discrimination laws and regulations. Such action shall include, but is not limited to: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.
- 8.28.4 Contractor certifies and agrees that it will deal with its subcontractors, bidders, or vendors without regard to or because of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation.
- 8.28.5 Contractor certifies and agrees that it, its affiliates, subsidiaries, or holding companies shall comply with all applicable Federal and State laws and regulations to the end that no person shall, on the grounds of race, color, religion, ancestry, national origin, sex, age, physical or mental disability, marital status, or political affiliation, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under this Contract or under any project, program, or activity supported by this Contract.
- 8.28.6 Contractor shall allow County representatives access to Contractor's employment records during County's regular business hours to verify compliance with the provisions of this Paragraph 8.28 when so requested by County.
- 8.28.7 If County finds that any provisions of this Paragraph 8.28 have been violated, such violation shall constitute a material breach of this Contract upon which County may terminate or suspend this Contract. While County reserves the right to determine independently that the anti-discrimination provisions of this Contract have been violated, in addition, a determination by the California Fair Employment and Housing Commission or the Federal Equal Employment Opportunity Commission that Contractor has violated Federal or State anti-discrimination laws or regulations shall constitute a finding by County that Contractor has violated the anti-discrimination provisions of this Contract.
- 8.28.8 The parties agree that in the event Contractor violates any of the anti-discrimination provisions of this Contract, County shall, at its sole option, be entitled to the sum of \$500 for each such violation

pursuant to California Civil Code Section 1671 as liquidated damages in lieu of terminating or suspending this Contract.

**8.29 NON-EXCLUSIVITY**

8.29.1 Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Contract shall not restrict County from acquiring similar, equal or like goods and/or Services from other entities or sources.

**8.30 NOTICE OF DELAYS**

8.30.1 Except as otherwise provided under this Contract, when either party has knowledge that any actual or potential situation is delaying or threatens to delay the timely performance of this Contract, that party shall, within one (1) business day, give notice thereof, including all relevant information with respect thereto, to the other party.

**8.31 NOTICE OF DISPUTES**

8.31.1 Contractor shall bring to the attention of County's Program Manager and/or County's Contract Manager any dispute between County and Contractor regarding the performance of Services as stated in this Contract. If County's Program Manager or County's Contract Manager is not able to resolve the dispute, County's Department Head, or his/her designee shall resolve it.

**8.32 NOTICE TO EMPLOYEES REGARDING THE FEDERAL EARNED INCOME CREDIT**

8.32.1 Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the Federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service (IRS) Notice 1015. Contractor shall obtain the most current version of IRS Notice 1015 on-line at the IRS website: [www.irs.gov](http://www.irs.gov).

**8.33 NOTICE TO EMPLOYEES REGARDING THE SAFELY SURRENDERED BABY LAW**

8.33.1 Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Exhibit I (Safely Surrendered Baby Law Fact Sheet), of this Contract and is also available on the Internet at [www.babysafela.org](http://www.babysafela.org) for printing purposes.

**8.34 NOTICES**

8.34.1 All notices or demands required or permitted to be given or made under this Contract shall be in writing and shall be hand-delivered with signed receipt or mailed by first-class registered or certified mail, postage prepaid, addressed to the parties as identified in Exhibit E (County's Administration) and Exhibit F (Contractor's Administration). Addresses may be



changed by either party giving ten (10) days' prior written notice thereof to the other party. County's Contract Manager, or his/her designee shall have the authority to issue all notices or demands required or permitted by County under this Contract.

**8.35 PROHIBITION AGAINST INDUCEMENT OR PERSUASION**

8.35.1 Notwithstanding the above, Contractor and County agree that, during the term of this Contract and for a period of one (1) year thereafter, neither party shall in any way intentionally induce or persuade any employee of one party to become an employee or agent of the other party. No bar exists against any hiring action initiated through a public announcement.

**8.36 PUBLIC RECORDS ACT**

8.36.1 Any documents submitted by Contractor, all information obtained in connection with County's right to audit and inspect Contractor's documents, books, and accounting records pursuant to Paragraph 8.38 (Record Retention and Inspection/Audit Settlement) of this Contract, as well as those documents which were required to be submitted in response to the solicitation process used for this Contract, become the exclusive property of County. All such documents become a matter of public record and shall be regarded as public records. Exceptions will be those elements in the California Government Code Section 6250 *et seq.* (Public Records Act) and which are marked "trade secret", "confidential", or "proprietary". County shall not in any way be liable or responsible for the disclosure of any such records including, without limitation, those so marked, if disclosure is required by law, or by an order issued by a court of competent jurisdiction.

8.36.2 In the event County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "trade secret", "confidential", or "proprietary", Contractor agrees to defend and indemnify County from all costs and expenses, including reasonable attorney's fees, in an action or liability arising under the Public Records Act.

**8.37 PUBLICITY**

8.37.1 Contractor shall not disclose any details in connection with this Contract to any person or entity except as may be otherwise provided hereunder or required by law. However, in recognizing Contractor's need to identify its Services and related Clients to sustain itself, County shall not inhibit Contractor from publishing its role under this Contract within the following conditions:

8.37.1.1 Contractor shall develop all publicity material in a professional manner; and

8.37.1.2 During the term of this Contract, Contractor shall not, and shall not authorize another to, publish or disseminate any commercial advertisements, press releases, feature articles, or other materials using the name of County without the prior written consent of County's Contract Manager. County shall not unreasonably withhold written consent.

8.37.2 Contractor may, without the prior written consent of County, indicate in its proposals and sales materials that it has been awarded this Contract with the County of Los Angeles, provided that the requirements of this Paragraph 8.37 shall apply.

8.37.3 Contractor shall not use or display the official seal of the County of Los Angeles or the logo of Community and Senior Services on any of its letterhead or other communications with any debtor, or for any other reason, unless each form of usage has prior written approval of the Los Angeles County Board of Supervisors.

## **8.38 RECORD RETENTION AND INSPECTION/AUDIT SETTLEMENT**

8.38.1 Contractor shall maintain accurate and complete financial records of its activities and operations relating to this Contract in accordance with generally accepted accounting principles. Contractor shall also maintain accurate and complete employment and other records relating to its performance of this Contract. Contractor agrees that County, or its authorized representatives, shall have access to and the right to examine, audit, excerpt, copy, or transcribe any pertinent transaction, activity, or record relating to this Contract. All such material, including, but not limited to, all financial records, bank statements, cancelled checks or other proof of payment, timecards, sign-in/sign-out sheets and other time and employment records, and proprietary data and information, shall be kept and maintained by Contractor and shall be made available to County during the term of this Contract and for a period of five (5) years thereafter unless County's written permission is given to dispose of any such material prior to such time. All such material shall be maintained by Contractor at a location in Los Angeles County, provided that if any such material is located outside Los Angeles County, then, at County's option, Contractor shall pay County for travel, per diem, and other costs incurred by County to examine, audit, excerpt, copy, or transcribe such material at such other location.

8.38.1.1 Contractor agrees that County, HHS, State, the Comptroller of the United States, or any of their duly authorized representatives shall have access to any books, documents, papers and records of Contractor that are directly pertinent to this Contract (as determined by County, HHS, State and the Comptroller of the United States) for the purpose of making audit, examination, excerpts and transcriptions.

8.38.2 In the event that an audit of Contractor is conducted specifically regarding this Contract by any Federal or State auditor, or by any

auditor or accountant employed by Contractor or otherwise, then Contractor shall file a copy of such audit report with County's Compliance Manager within thirty (30) days of Contractor's receipt thereof, unless otherwise provided by applicable Federal or State law or under this Contract. Subject to applicable law, County shall make a reasonable effort to maintain the confidentiality of such audit report(s).

8.38.3 Failure on the part of Contractor to comply with any of the provisions of this Paragraph 8.38 shall constitute a material breach of this Contract upon which County may terminate or suspend this Contract.

8.38.4 If, at any time during the term of this Contract or within five (5) years after the expiration or termination of this Contract, representatives of County conduct an audit of Contractor regarding the Work performed under this Contract, and if such audit finds that County's dollar liability for any such Work is less than payments made by County to Contractor, then the difference shall be either: a) repaid by Contractor to County by cash payment upon demand or b) at the sole option of the County's Auditor-Controller, deducted from any amounts due to Contractor from County, whether under this Contract or otherwise. If such audit finds that County's dollar liability for such Work is more than the payments made by County to Contractor, then the difference shall be paid to Contractor by County by cash payment, provided that in no event shall County's maximum obligation for this Contract exceed the funds appropriated by County for the purpose of this Contract.

8.38.5 **Monitoring Reviews**

8.38.5.1 Contractor shall provide the Services herein under the general supervision of County's Department Head and his/her authorized administrators who are designated in Paragraph 6.0 (Administration of Contract-County). County shall supervise, monitor and specify the kind, quality, appropriateness, timeliness and amount of the Services to be provided by Contractor as well as the criteria for determining the persons to be served (Clients). Contractor shall extend to County and to representatives authorized by County (including, but not limited to, State and Federal representatives) the right to observe, review and monitor Contractor's facilities, programs, records, procedures, performance, activities, or documents, which are used under this Contract. Contractor shall provide County (or other designated authorities) the right to conduct such reviews at any time during County's hours of operation. County (or other designated authorities) shall not unreasonably interfere with Contractor's performance. The requirements of this Paragraph 8.38 shall also apply to subcontractors providing Services on behalf of Contractor.

8.38.5.2 County will monitor Contractor's

Services provided under this Contract on a regular basis and County may conduct unannounced site visits to ensure Contract compliance. County will summarize the results of the monitoring efforts in written reports, which shall be supported with documented evidence of follow-up actions taken to correct areas of non-compliance. Monitoring activities may include, but are not limited to interviewing Contractor employees and Clients; entering any premises or any site in which any of the Services or activities funded are being conducted or in which any records of Contractor are kept; etc. All information will be maintained in a confidential manner in accordance with any and all Federal, State and local laws.

- 8.38.5.3 Contractor shall be responsible for monitoring the activities of its subcontractor(s) providing Services. Contractor shall conduct on-site fiscal and program monitoring reviews which shall be documented and maintained on file according to the record retention requirements provided in this Paragraph 8.38. Contractor shall ensure that subcontractor(s) adheres to all requirements for correcting areas of non-compliance, and implements the corrective action plan which has been approved by Contractor.

#### 8.38.6 **Independent Audit Requirements**

- 8.38.6.1 OMB Circular A-133 requires that organizations receiving Federal awards, including pass-through awards, have annual audits, which shall be performed by an independent auditor. Contractor shall adhere to the requirements contained in OMB Circular A-133 as well as the following:

- 8.38.6.1.1 Contractor shall obtain a Single Audit Report (or Program Audit Report, as appropriate) for each Fiscal Year.

- 8.38.6.1.2 Contractor shall forward its Single Audit Report to County's Compliance Manager at the end of each Fiscal Year.

- 8.38.6.1.3 The Single Audit Report shall include, but is not limited to: copies of audited financial statement(s), Schedule of Expenditures of Federal Awards, copies of auditor's concerns and informal findings, contained in the Summary of Accounting Internal Control Systems, copies of the Auditor's Report on Compliance and if prepared, copies of the Auditor's Management Letter within thirty (30) days of issuance of the documents.

**8.39 RECYCLED BOND PAPER**

- 8.39.1 Consistent with the Board of Supervisors' policy to reduce the amount of solid waste deposited at Los Angeles County landfills, Contractor agrees to use recycled-content paper to the maximum extent possible on this Contract.

**8.40 SUBCONTRACTING**

- 8.40.1 The requirements of this Contract may not be subcontracted by Contractor **without the advance written approval of County**. Any attempt by Contractor to subcontract without the prior consent of County shall be deemed a material breach of this Contract.
- 8.40.2 If Contractor desires to subcontract, Contractor shall provide the following information promptly at County's request:
- 8.40.2.1 A description of the Work to be performed by the subcontractor;
- 8.40.2.2 A draft copy of the proposed subcontract; and
- 8.40.2.3 Other pertinent information and/or certifications requested by County.
- 8.40.3 Contractor shall indemnify and hold County harmless with respect to the activities of each and every subcontractor in the same manner and to the same degree as if such subcontractor(s) were Contractor employees.
- 8.40.4 Contractor shall remain fully responsible for all performances required of it under this Contract, including those that Contractor has determined to subcontract, notwithstanding County's approval of Contractor's proposed subcontract.
- 8.40.5 County's consent to subcontract shall not waive County's right to prior and continuing approval of any and all personnel, including subcontractor employees, providing Services under this Contract. Contractor is responsible to notify its subcontractors of this County right.
- 8.40.6 County's Contract Manager is authorized to act for and on behalf of County with respect to approval of any subcontract and subcontractor employees. After approval of the subcontract by County, Contractor shall forward a copy of the fully executed subcontract to County's Contract Manager within five (5) days of its execution.
- 8.40.7 Contractor shall be solely liable and responsible for all payments or other compensation to all subcontractors and their officers, employees, agents, and successors in interest arising through Services performed hereunder, notwithstanding County's consent to subcontract.
- 8.40.8 Contractor shall obtain certificates of insurance, which establish that the subcontractor maintains all the programs of insurance

required by County from each approved subcontractor. Contractor shall ensure delivery of all such documents to: County of Los Angeles, Community and Senior Services, Contracts Management Division, Attention: County's Contract Manager, 3175 West Sixth Street, Los Angeles, CA 90020, before any subcontractor employee may perform any Work hereunder.

- 8.40.9 Amending a subcontract may be initiated by either Contractor or County. When an amendment is initiated by County, County shall outline the reason(s) for the amendment and Contractor shall comply with County's request. All subcontract amendments are subject to the review and must be approved in writing by County before they are executed. Contractor shall provide a draft copy of the proposed amendment to County, and shall allow County ten (10) days to complete its review process. After County's approval of Contractor's amendment, Contractor shall forward a copy of the fully executed amendment to County's Contract Manager within five (5) days of its execution.

**8.41 TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN COMPLIANCE WITH COUNTY'S CHILD SUPPORT COMPLIANCE PROGRAM**

- 8.41.1 Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.14 (Contractor's Warranty of Adherence to County's Child Support Compliance Program), shall constitute default under this Contract. Without limiting the rights and remedies available to County under any other provision of this Contract, failure of Contractor to cure such default within ninety (90) calendar days of written notice shall be grounds upon which County may terminate this Contract pursuant to Paragraph 8.43 (Termination for Default) and pursue debarment of Contractor, pursuant to Los Angeles County Code Chapter 2.202.

**8.42 TERMINATION FOR CONVENIENCE**

- 8.42.1 This Contract may be terminated, in whole or in part, from time to time, when such action is deemed by County, in its sole discretion, to be in its best interest. Termination of Work hereunder shall be effected by notice of termination to Contractor specifying the extent to which performance of Work is terminated and the date upon which such termination becomes effective. The date upon which such termination becomes effective shall be no less than thirty (30) calendar days after the notice is sent.
- 8.42.2 After receipt of a notice of termination and except as otherwise directed by County, Contractor shall:
- 8.42.2.1 Stop Work under this Contract on the date and to the extent specified in such notice, and
- 8.42.2.2 Complete performance of such part of the Work as shall not have been terminated by such notice.
- 8.42.3 All material including books, records, documents, or other evidence bearing on the costs and expenses of Contractor under this Contract shall be maintained by Contractor in accordance

with Paragraph 8.38 (Record Retention and Inspection/Audit Settlement).

#### **8.43 TERMINATION FOR DEFAULT**

8.43.1 County may, by written notice to Contractor, terminate the whole or any part of this Contract, if, in the judgment of County:

8.43.1.1 Contractor has materially breached this Contract; or

8.43.1.2 Contractor fails to timely provide and/or satisfactorily perform any task, deliverable, Service, or other work required either under this Contract; or

8.43.1.3 Contractor fails to demonstrate a high probability of timely fulfillment of performance requirements under this Contract, or of any obligations of this Contract and in either case, fails to demonstrate convincing progress toward a cure within five (5) working days (or such longer period as County may authorize in writing) after receipt of written notice from County specifying such failure.

8.43.2 In the event that County terminates this Contract in whole or in part as provided in Sub-paragraph 8.43.1, County may procure, upon such terms and in such manner as County may deem appropriate, goods and Services similar to those so terminated. Contractor shall be liable to County for any and all excess costs incurred by County, as determined by County, for such similar goods and Services. Contractor shall continue the performance of this Contract to the extent not terminated under the provisions of this Paragraph 8.43.

8.43.3 Except with respect to defaults of any subcontractor, Contractor shall not be liable for any such excess costs of the type identified in Sub-paragraph 8.43.2 if its failure to perform this Contract arises out of causes beyond the control and without the fault or negligence of Contractor. Such causes may include, but are not limited to: acts of nature or of the public enemy, acts of County in either its sovereign or contractual capacity, acts of Federal or State governments in their sovereign capacities, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but in every case, the failure to perform must be beyond the control and without the fault or negligence of Contractor. If the failure to perform is caused by the default of a subcontractor, and if such default arises out of causes beyond the control of both Contractor and subcontractor, and without the fault or negligence of either of them, Contractor shall not be liable for any such excess costs for failure to perform, unless the goods or Services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit Contractor to meet the required performance schedule. As used in this Paragraph 8.43, the term "subcontractor(s)" means subcontractor(s) at any tier.

8.43.4 If, after County has given notice of termination under the provisions of this Paragraph 8.43, it is determined by County that Contractor was not in default under the provisions of Paragraph

8.43, or that the default was excusable under the provisions of Sub-paragraph 8.43.3, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to Paragraph 8.42 (Termination for Convenience).

8.43.5 The rights and remedies of County provided in this Paragraph 8.43, shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

#### **8.44 TERMINATION FOR IMPROPER CONSIDERATION**

8.44.1 County may, by written notice to Contractor, immediately terminate the right of Contractor to proceed under this Contract if it is found that consideration, in any form, was offered or given by Contractor, either directly or through an intermediary, to any County officer, employee, or agent with the intent of securing this Contract or securing favorable treatment with respect to the award, amendment, or extension of this Contract or the making of any determinations with respect to Contractor's performance pursuant to this Contract. In the event of such termination, County shall be entitled to pursue the same remedies against Contractor as it could pursue in the event of default by Contractor.

8.44.2 Contractor shall immediately report any attempt by a County officer or employee to solicit such improper consideration. The report shall be made either to County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861.

8.44.3 Among other items, such improper consideration may take the form of cash, discounts, service, the provision of travel or entertainment, or tangible gifts.

#### **8.45 TERMINATION FOR INSOLVENCY**

8.45.1 County may terminate this Contract forthwith in the event of the occurrence of any of the following:

8.45.1.1 Insolvency of Contractor. Contractor shall be deemed to be insolvent if it has ceased to pay its debts for at least sixty (60) days in the ordinary course of business or cannot pay its debts as they become due, whether or not a petition has been filed under the Federal Bankruptcy Code and whether or not Contractor is insolvent within the meaning of the Federal Bankruptcy Code;

8.45.1.2 The filing of a voluntary or involuntary petition regarding Contractor under the Federal Bankruptcy Code;

8.45.1.3 The appointment of a Receiver or Trustee for Contractor; or

8.45.1.4 The execution by Contractor of a general assignment for the benefit of creditors.



- 8.45.2 The rights and remedies of County provided in this Paragraph 8.45, shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- 8.46 TERMINATION FOR NON - ADHERENCE OF COUNTY LOBBYIST ORDINANCE**
- 8.46.1 Contractor, and each County Lobbyist or County Lobbying firm as defined in Los Angeles County Code Section 2.160.010 retained by Contractor, shall fully comply with the County's Lobbyist Ordinance, Los Angeles County Code Chapter 2.160. Failure on the part of Contractor or any County Lobbyist or County Lobbying firm retained by Contractor to fully comply with County's Lobbyist Ordinance shall constitute a material breach of this Contract, upon which County may in its sole discretion, immediately terminate or suspend this Contract.
- 8.47 TERMINATION FOR NON - APPROPRIATION OF FUNDS**
- 8.47.1 Notwithstanding any other provision of this Contract, County shall not be obligated for Contractor's performance hereunder or by any provision of this Contract during any of County's future Fiscal Years unless and until the County's Board of Supervisors appropriates funds for this Contract in County's Budget for each such future Fiscal Year. In the event that funds are not appropriated for this Contract, then this Contract shall terminate as of June 30 of the last Fiscal Year for which funds were appropriated. County shall notify Contractor in writing of any such non-allocation of funds at the earliest possible date.
- 8.48 VALIDITY**
- 8.48.1 If any provision of this Contract or the application thereof to any person or circumstance is held invalid, the remainder of this Contract and the application of such provision to other persons or circumstances shall not be affected thereby.
- 8.49 WAIVER**
- 8.49.1 No waiver by County of any breach of any provision of this Contract shall constitute a waiver of any other breach or of such provision. Failure of County to enforce at any time, or from time to time, any provision of this Contract shall not be construed as a waiver thereof. The rights and remedies set forth in this Paragraph 8.49, shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- 8.50 WARRANTY AGAINST CONTINGENT FEES**
- 8.50.1 Contractor warrants that no person or selling agency has been employed or retained to solicit or secure this Contract upon any Contract or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by Contractor for the purpose of securing business.
- 8.50.2 For breach of this warranty, County shall have the right to terminate this Contract and, at its sole discretion, deduct from the Contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee.

**8.51            WARRANTY OF COMPLIANCE WITH COUNTY'S DEFAULTED  
PROPERTY TAX REDUCTION PROGRAM**

8.51.1           Contractor acknowledges that County has established a goal of ensuring that all individuals and businesses that benefit financially from County through contract are current in paying their property tax obligations (secured and unsecured roll) in order to mitigate the economic burden otherwise imposed upon County and its taxpayers. Unless Contractor qualifies for an exemption or exclusion, Contractor warrants and certifies that to the best of its knowledge it is now in compliance, and during the term of this Contract will maintain compliance, with Los Angeles County Code Chapter 2.206. Prior to the commencement of this Contract, Contractor shall complete Exhibit Q (Certification of Compliance with County's Defaulted Property Tax Reduction Program) and submit it to County's Contract Manager in the time and manner as designated by County.

**8.52            TERMINATION FOR BREACH OF WARRANTY TO MAINTAIN  
COMPLIANCE WITH COUNTY'S DEFAULTED PROPERTY TAX  
REDUCTION PROGRAM**

8.52.1           Failure of Contractor to maintain compliance with the requirements set forth in Paragraph 8.51 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program), shall constitute default under this Contract. Without limiting the rights and remedies available to County under any other provision of this Contract, failure of Contractor to cure such default within ten (10) days of notice shall be grounds upon which County may terminate this Contract and/or pursue debarment of Contractor, pursuant to Los Angeles County Code Chapter 2.206.

**9.0              UNIQUE TERMS AND CONDITIONS**

**9.1              ALLEGATIONS OF FRAUD AND/OR ABUSE**

**9.1.1           Fraud Prevention Reporting**

9.1.1.1           Contractor's staff working on this Contract shall immediately report all suspected or actual instances of fraud as designated in Exhibit K (Contract Accounting, Administration and Reporting Requirements).

**9.1.2           Child Abuse Reporting**

9.1.2.1           Contractor's staff working on this Contract shall comply with California Penal Code (PC) Section 11164 *et seq.*, and shall report all known and suspected instances of child abuse to an appropriate child protective agency, as mandated by the referenced Penal Code. Additionally, Contractor's staff working on this Contract shall also report such abuse to the Los Angeles County Department of Children and Family Services by calling the hotline at (800) 540-4000 within twenty-four (24) hours of discovering or suspecting the abuse. Contractor's staff shall submit all required information to the appropriate authorities in accordance with PC Sections 11166 and 11167.

9.1.3 **Elder and Dependent Adult Abuse Reporting**

9.1.3.1 Contractor's staff working on this Contract shall comply with California Welfare and Institutions Code (WIC) Section 15600 *et seq.*, and shall report all known or suspected instances of physical abuse of elders and dependent adults either to an appropriate County adult protective services agency or to a local law enforcement agency, as mandated by the referenced Welfare and Institutions Code. Contractor's staff working on this Contract shall report the abuse and shall submit all required information in accordance with WIC Sections 15630, 15633 and 15633.5.

**9.2 AMERICANS WITH DISABILITIES ACT (ADA)**

9.2.1 Contractor agrees to abide by all applicable Federal, State and local laws including the Americans with Disabilities Act (ADA) and its requirement to provide reasonable accommodations and auxiliary aids or services, unless compliance with the ADA would place an undue financial burden on, or would fundamentally alter the nature of, Contractor's operations. Contractor shall submit demonstrable evidence of such undue financial burden to County in such circumstances.

**9.3 CONTRACTOR'S CHARITABLE ACTIVITIES COMPLIANCE**

9.3.1 The Supervision of Trustees and Fundraisers for Charitable Purposes Act regulates entities receiving or raising charitable contributions. The "Nonprofit Integrity Act of 2004" (Senate Bill 1262, Chapter 919) increased Charitable Purposes Act requirements. By requiring Contractor to complete Exhibit O (Charitable Contributions Certification), County seeks to ensure that all County contractors which receive or raise charitable contributions comply with California law in order to protect Los Angeles County and its taxpayers. Contractor which receives or raises charitable contributions without complying with its obligations under California law commits a material breach subjecting it to either Contract termination or debarment proceedings or both (Los Angeles County Code Chapter 2.202). Prior to the commencement of this Contract, Contractor shall submit the completed Exhibit O (Charitable Contributions Certification) to County's Contract Manager in the time and manner as designated by County.

**9.4 CONTRACTOR'S OBLIGATIONS AS A "BUSINESS ASSOCIATE" UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA) AND THE HEALTH INFORMATION TECHNOLOGY FOR ECONOMIC AND CLINICAL HEALTH ACT (HITECH)**

9.4.1 County is subject to the Administrative Simplification requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Under this Contract, Contractor provides Services to County and Contractor receives, has access to, and/or creates Protected Health Information as defined in Exhibit P (Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business

Associate Agreement)), in order to provide those Services. County and Contractor therefore agree to the terms of Exhibit P (Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business Associate Agreement)).

## **9.5 FIXED AND NON-FIXED ASSETS AND SUPPLIES**

- 9.5.1 Contractor may use Contract Funds to purchase Fixed Assets, Non-Fixed Assets and Supplies, which are defined in Exhibit M (Fixed and Non-Fixed Assets and Supplies Purchase, Inventory and Disposal Requirements). Prior to the commencement of this Contract (and annually thereafter), Contractor shall complete Exhibit N (Inventory Control Form) and submit it to County's Contract Manager in the time and manner as designated by County. Contractor shall adhere to the purchase, inventory and disposal requirements for all Fixed Assets, Non-Fixed Assets and Supplies purchased with Contract Funds, as provided by Federal and State regulations as well as the requirements outlined in Exhibit M (Fixed and Non-Fixed Assets and Supplies Purchase, Inventory and Disposal Requirements).

## **9.6 LOCAL SMALL BUSINESS ENTERPRISE PREFERENCE PROGRAM**

- 9.6.1 This Contract is subject to the provisions of County's ordinance entitled Local Small Business Enterprise Preference Program, as codified in Los Angeles County Code Chapter 2.204.
- 9.6.2 Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Local Small Business Enterprise.
- 9.6.3 Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Local Small Business Enterprise.
- 9.6.4 If Contractor has obtained certification as a Local Small Business Enterprise by reason of having furnished incorrect supporting information or by reason of having withheld information, and Contractor knew, or should have known, that the information furnished was incorrect or that the information withheld was relevant to its request for certification, and which by reason of such certification has been awarded this Contract to which it would not otherwise have been entitled, Contractor shall:
- 9.6.4.1 Pay to County any difference between the Contract amount and what County's costs would have been if this Contract had been properly awarded;
- 9.6.4.2 In addition to the amount described in Sub-paragraph 9.6.4.1, be assessed a penalty in an amount of not more than 10% of the amount of this Contract; and

- 9.6.4.3 Be subject to the provisions of Los Angeles County Code Chapter 2.202 (Determinations of Contractor Non-responsibility and Contractor Debarment).

The above penalties shall also apply to any business that has previously obtained proper certification, however, as a result of a change in their status would no longer be eligible for certification, and fails to notify the State and Los Angeles County's Internal Services Department of this information prior to responding to a solicitation or accepting a contract award.

## **9.7 MANDATORY REQUIREMENT TO REGISTER ON COUNTY'S WEBVEN**

- 9.7.1 As a pre-condition to the award of this Contract, Contractor represents and warrants that it has registered in the Los Angeles County's vendor registration system (hereafter "WebVen"). The WebVen contains Contractor's business profile and identifies the goods/services being provided by Contractor. Contractor shall ensure that it updates its vendor profile whenever changes occur to Contractor's operations by accessing the WebVen site located on-line at: <http://lacounty.info/doingbusiness/maindb.htm> (there are underscores in the address between the words 'doing business' and 'main db'). County shall use the data obtained from Contractor's WebVen profile to ensure that Contractor's information is consistent with Contract records (e.g., Contractor shall use its legal name in both the Contract documents and in its WebVen profile).

## **9.8 MODIFICATIONS**

### **9.8.1 Modifications to the Contract**

- 9.8.1.1 This Contract fully expresses the agreement of the parties. Any modification to this Contract must be by means of a separate written document approved by County. No oral conversation between any officer, employee or agent of the parties shall modify or otherwise amend this Contract in any way. For purposes of this Paragraph 9.8, a modification:

9.8.1.1.1 Is a mechanism that allows Contractor to revise its Budget or Services during the Fiscal Year without adversely affecting Contractor's ability to fulfill its obligations under this Contract (i.e., such modification shall not materially change Contractor's obligation to provide the Services outlined in Exhibit A (Statement of Work)).

9.8.1.1.2 Allows Contractor to fully utilize Contract Funds to fulfill the requirements of this Contract and adequately cover the provision of Services.

9.8.1.1.3 Is approved by County in writing, must be in the best interests of County and Contractor shall adhere to it in its entirety.

9.8.1.2 For any change which does not affect the scope of Work, Contract term, Contract Sum or any other term or condition under this Contract, County reserves the right to initiate a change notice which shall be prepared and signed by County's Contract Manager.

9.8.1.3 Any modification shall not change the terms, goals or requirements of the Contract but rather it allows Contractor some flexibility within the terms to fully utilize Contract Funds and to achieve its performance goals. Contractor requests for modifications, either budgetary or programmatic, must be submitted in writing to County's Contract Manager. Contractor shall not request a modification during the first quarter and during the last two (2) months of the current Fiscal Year (except where a written waiver is requested by Contractor and granted by County).

**9.8.2 Budget Modifications**

9.8.2.1 The movement of funds within an approved Budget from one line item to another line item is classified as a Budget modification. For the entirety of any Fiscal Year, such modification or movement shall not exceed 20% of the baseline amount allocated to the line items being modified (i.e., Contractor's movement of funds among line items shall not cause one line item to be reduced or increased by more than 20% of its baseline amount). For purposes of this Paragraph 9.8, baseline is defined as the amount allocated at the beginning of a Fiscal Year; for Fiscal Years following the first Fiscal Year, such amount may differ from what is reflected in the original Contract. The modification shall not change the Contract Sum. Contractor shall notify County's Contract Manager in writing to request authorization prior to submitting a Budget modification. On the date County approves the modification, such modification shall replace any prior modification(s) approved by County within the same Fiscal Year (i.e., when Contractor's modification number 2 is approved by County, it becomes effective upon the approval date and Contractor's modification number 1 is no longer effective as of that same date).

**9.8.3 Program Modifications**

9.8.3.1 The movement of Services from one Service category (as defined in Exhibit A (Statement of Work)) to another is classified as a Program modification. Contractor shall notify County's

Contract Manager in writing to request authorization prior to submitting a Program modification. On the date County approves the modification, such modification shall replace any prior modification(s) approved by County within the same Fiscal Year (i.e., when Contractor's modification number 2 is approved by County, it becomes effective upon the approval date and Contractor's modification number 1 is no longer effective as of that same date).

#### **9.8.4 Limitation on Corporate Acts**

9.8.4.1 Contractor shall not amend its articles of incorporation or bylaws, move to dissolve or transfer any assets obtained using Contract Funds, or take any other steps which may materially affect the performance of this Contract without first notifying County in writing no less than thirty (30) days prior to said action. Contractor shall notify County's Contract Manager immediately in writing of any change in Contractor's corporate name.

9.8.4.2 If, in County's sole discretion, the steps taken by Contractor are determined to materially affect Contractor's performance of this Contract, County may, at its sole discretion, take any (or all) of the following actions:

9.8.4.2.1 Require Contractor to remedy the areas that affect Contractor's ability to perform its contractual obligations.

9.8.4.2.2 Suspend Contractor from performing (and receiving payment for) Contract tasks until a remedy has been reached.

9.8.4.2.3 Terminate this Contract pursuant to Paragraph 8.43 (Termination for Default).

#### **9.9 NEPOTISM**

9.9.1 Contractor certifies that it shall not hire nor permit the hiring of any person in a position funded under this Contract if a member of the person's immediate family is employed in an administrative capacity by Contractor. For purposes of this Paragraph 9.9, the term "immediate family" means spouse (common law or otherwise, and including domestic partner), child, mother, father, brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, mother-in-law, father-in-law, aunt, uncle, niece, nephew, step-parent, step-child, or such other relationship which would give rise to a substantial appearance of impropriety if the person were to be hired by Contractor. The term "administrative capacity" means a position that has overall administrative responsibility for the Program, including but not limited to selection, hiring, or supervisory responsibilities.

#### **9.10 OWNERSHIP OF MATERIALS, SOFTWARE AND COPYRIGHT**

- 9.10.1 County shall be the sole owner of all right, title and interest, including copyright, in and to all software, plans, diagrams, facilities, and tools (hereafter "materials") which are originated or created through Contractor's Work pursuant to this Contract. Contractor, for valuable consideration herein provided, shall execute all documents necessary to assign and transfer to, and vest in County all of Contractor's right, title and interest in and to such original materials, including any copyright, patent and trade secret rights which arise pursuant to Contractor's Work under this Contract.
- 9.10.2 During the term of this Contract and for five (5) years thereafter, Contractor shall maintain and provide security for all of Contractor's working papers prepared under this Contract. County shall have the right to inspect, copy and use at any time during and subsequent to the term of this Contract, any and all such working papers and all information contained therein.
- 9.10.3 Any and all materials, software and tools which are developed or were originally acquired by Contractor outside the scope of this Contract, which Contractor desires to use hereunder, and which Contractor considers to be proprietary or confidential, must be specifically identified by Contractor to County's Contract Manager as proprietary or confidential, and shall be plainly and prominently marked by Contractor as "Proprietary" or "Confidential" on each appropriate page of any document containing such material.
- 9.10.4 County will use reasonable means to ensure that Contractor's proprietary and/or confidential items are safeguarded and held in confidence. County agrees not to reproduce, distribute or disclose to non-County entities any such proprietary and/or confidential items without the prior written consent of Contractor.
- 9.10.5 Notwithstanding any other provision of this Contract, County will not be obligated to Contractor in any way under Sub-paragraph 9.10.4 for any of Contractor's proprietary and/or confidential items which are not plainly and prominently marked with restrictive legends as required by Sub-paragraph 9.10.3 or for any disclosure which County is required to make under any Federal or State law or order of court.
- 9.10.6 Notwithstanding any other provision of this Contract, County and Contractor agree that County shall have all ownership rights of software or modification thereof and associated documentation designed, developed or installed using Federal financial participation. The Federal government shall have a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal government purposes, such software, modifications and documentation. Notwithstanding any other provision of this Contract, proprietary operating/vendor software packages, which are provided at established catalog or market prices and sold or leased to the general public, shall not be subject to the ownership provisions of this Paragraph 9.10.
- 9.10.7 All the rights and obligations of this Paragraph 9.10, shall survive the expiration or termination of this Contract.



## **9.11 PATENT, COPYRIGHT & TRADE SECRET INDEMNIFICATION**

- 9.11.1 Contractor shall indemnify, hold harmless and defend County from and against any and all liability, damages, costs, and expenses, including, but not limited to, defense costs and attorneys' fees, for or by reason of any actual or alleged infringement of any third-party's patent or copyright, or any actual or alleged unauthorized trade secret disclosure, arising from or related to the operation and utilization of Contractor's Work under this Contract. County shall inform Contractor as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and shall support Contractor's defense and settlement thereof.
- 9.11.2 In the event any equipment, part thereof, or software product becomes the subject of any complaint, claim, or proceeding alleging infringement or unauthorized disclosure, such that County's continued use of such item is formally restrained, enjoined, or subjected to a risk of damages, Contractor, at its sole expense, and providing that County's continued use of the system is not materially impeded, shall either:
- 9.11.2.1 Procure for County all rights to continued use of the questioned equipment, part, or software product; or
  - 9.11.2.2 Replace the questioned equipment, part, or software product with a non-questioned item; or
  - 9.11.2.3 Modify the questioned equipment, part, or software so that it is free of claims.
- 9.11.3 Contractor shall have no liability if the alleged infringement or unauthorized disclosure is based upon a use of the questioned product, either alone or in combination with other items not supplied by Contractor, in a manner for which the questioned product was not designed nor intended.

## **9.12 PROBATION AND SUSPENSION**

- 9.12.1 Contractor may be placed on probation or suspension for any Service (or task) herein, when County determines that Contractor has demonstrated a consistent and significant lack of achievement of the Contract goals (including, but not limited to, meeting the requirements for Program performance, the Budget, expenditures, staffing, administration, etc.) and/or that Contractor is out of compliance with any part of this Contract. County shall notify Contractor in writing in the event that Contractor is placed on either probationary or suspension status. Probation as used herein shall mean County's monitoring of Contractor's non-compliance with this Contract; Contractor's continued non-compliance may impact its ability to obtain future funding. Suspension as used herein shall mean County's withholding of payment to Contractor and/or a temporary curtailment of Services provided under this Contract by Contractor and subcontractor(s), if any.
- 9.12.2 County's written notice of probation or suspension shall set forth the conditions of Contractor's non-compliance as well as the period in which Contractor must correct noted deficiencies. In

response to this notice, Contractor shall submit a written Corrective Action Plan to County's Compliance Manager within ten (10) days of the postmark date indicated on the notice from County. Contractor's corrective action plan shall address all of the deficiencies noted by County.

9.12.3 County shall review Contractor's Corrective Action Plan, and will determine whether it meets the requirements for County's approval. County reserves the right to suspend/deduct payments for or to terminate all or any part of this Contract (and/or any of Contractor's other contracts with County) when Contractor submits a Corrective Action Plan that is not acceptable to County.

9.12.4 Contractor shall implement the corrective action plan upon receiving County's final written approval of the plan. Contractor's failure to comply with County's approved plan will be cause for material breach of Contract upon which County may pursue the remedies for default of Contract.

## **9.13 TRANSITION OF CONTRACT SERVICES**

### **9.13.1 Completion of Contract**

9.13.1.1 Within sixty (60) calendar days prior to the expiration of this Contract (or shorter time period if notified in writing by County), Contractor shall allow County or a newly selected contractor a transition period for orientation purposes and the orderly transition of Contractor's current Services without additional costs to County. Contractor shall continue to provide Services timely and accurately so that the Services are current at the expiration of this Contract.

### **9.13.2 Transition Plan**

9.13.2.1 If this Contract (or any part thereof) is terminated pursuant to any of the termination provisions outlined herein or if it expires pursuant to Paragraph 4.0 (Term of Contract), Contractor shall provide to County a transition plan. Contractor shall submit said transition plan to County within the timeframe designated by County in the notice of termination or Contractor shall submit it at least sixty (60) days prior to the expiration of this Contract as noted in Paragraph 4.0 (Term of Contract). Contractor shall adhere to the transition plan, and at a minimum, it shall include the following:

9.13.2.1.1 Description of how Clients will be notified about the change in their Service provider;

9.13.2.1.2 A plan to communicate with other organizations that can assist in locating alternative Services;

- 9.13.2.1.3 A plan to inform community referral sources of the pending termination of Services and what alternatives, if any, exist for future referrals;
- 9.13.2.1.4 A plan to evaluate Clients in order to assure appropriate placement that will allow Clients to receive Services;
- 9.13.2.1.5 A plan to transfer any confidential medical and Client records to the new contractor in accordance with applicable provisions of the Health Insurance Portability and Accountability Act of 1996 or other Federal, State or local laws and regulations;
- 9.13.2.1.6 A plan to dispose of confidential records in accordance with applicable laws and regulations, and the terms of this Contract;
- 9.13.2.1.7 A plan for adequate staff to provide continued care through the term of this Contract; and
- 9.13.2.1.8 A full inventory and plan to dispose, transfer, or return to County all equipment purchased with Contract Funds during the entire term of this Contract.

#### **9.14 TRANSITIONAL JOB OPPORTUNITIES PREFERENCE PROGRAM**

- 9.14.1 This Contract is subject to the provisions of Los Angeles County's ordinance entitled Transitional Job Opportunities Preference Program, as codified in Los Angeles County Code Chapter 2.205.
- 9.14.2 Contractor shall not knowingly and with the intent to defraud, fraudulently obtain, retain, attempt to obtain or retain, or aid another in fraudulently obtaining or retaining or attempting to obtain or retain certification as a Transitional Job Opportunity vendor.
- 9.14.3 Contractor shall not willfully and knowingly make a false statement with the intent to defraud, whether by affidavit, report, or other representation, to a County official or employee for the purpose of influencing the certification or denial of certification of any entity as a Transitional Job Opportunity vendor.
- 9.14.4 If Contractor has obtained County certification as a Transitional Job Opportunity vendor by reason of having furnished incorrect supporting information or by reason of having withheld information, and which knew, or should have known, the information furnished was incorrect or the information withheld was relevant to its request for certification, and which by reason

9.14.4.1 Pay to County any difference between the Contract amount and what County's costs would have been if this Contract had been properly awarded;

9.14.4.2 In addition to the amount described in Sub-paragraph 9.14.4.1, be assessed a penalty in an amount of not more than 10% of the amount of this Contract; and

9.14.4.3 Be subject to the provisions of Los Angeles County Code Chapter 2.202 (Determinations of Contractor Non-responsibility and Contractor Debarment).

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IN WITNESS WHEREOF, Contractor has executed this Contract or caused it to be duly executed, and the County of Los Angeles, by order of its Board of Supervisors, has caused this Contract to be executed on its behalf by the Director of Community and Senior Services, on the day and year first written above. The person(s) signing on behalf of Contractor warrant under penalty of perjury that he or she is authorized to bind Contractor. Contractor and County acknowledge that this Contract shall not be deemed to be active until such time that the document is executed by the respective authorized representatives of both Contractor and County.

**COUNTY OF LOS ANGELES**

By \_\_\_\_\_ Date \_\_\_\_\_  
Cynthia D. Banks, Director  
County of Los Angeles  
Community and Senior Services

**CONTRACTOR**

\_\_\_\_\_  
Contractor's Legal Name (Print)

\_\_\_\_\_  
Contract Number

By \_\_\_\_\_ Date \_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Title (Print)

Approved as to Form:

**OFFICE OF COUNTY COUNSEL**

John F. Krattli, County Counsel

By \_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

By \_\_\_\_\_ Date \_\_\_\_\_  
Authorized Signature

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Name (Print)

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Title (Print)

**EXHIBIT A**  
**STATEMENT OF WORK**

## EXHIBIT A

### STATEMENT OF WORK

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**EXHIBIT A**  
**STATEMENT OF WORK**

**1.0 SCOPE OF WORK**

- 1.1 This Scope of Work outlines the four (4) primary services (hereafter “Services”) as defined below in Paragraph 3.0 (Specific Tasks) required to operate the National Family Caregiver Support Program (NFSCP) (commonly referred as “Family Caregiver Support Program (FCSP)”) and provide Services to eligible Family Caregiver and/or Grandparent/Relative Caregiver Clients as defined in Exhibit J – Definitions as mandated by the Older Americans Act (OAA), Title III, Part E, and Sections 371 through 374, as well as all applicable OAA requirements; and additional service standards specified in the California Department of Aging (CDA) Service Categories and Data Dictionary (CDA Program Memoranda PM 11-12(P)) established by the CDA and Los Angeles County Community and Senior Services (CSS) Program Memoranda/Directives. Contractor is obligated to provide Services, as described herein. County has established a fixed rate for each unit of Service provided by Contractor.
- 1.2 FCSP is defined in the Older Americans Act (OAA), Title III, Part E, Section 373(b) as support services that shall include (1) information to caregivers, potential caregivers, and those who may assist caregivers about available services; (2) individual counseling, organization of support groups, and caregiver training (individual or group) to assist the caregivers in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems relating to their caregiving roles; (3) respite care to enable caregivers to be temporarily relieved from their caregiving responsibilities; and (4) supplemental services, on a limited basis, to complement the care provided by caregivers.
- 1.3 Throughout this Contract, the term “Client” shall refer to both the Family Caregiver and the Grandparent/Relative Caregiver.
- 1.4 FCSP Services are to be comprehensive, cost-effective, coordinated with other community-based services, and culturally relevant to support Family Caregiver and/or Grandparent/Relative Caregiver Clients in their care-giving role. Services shall support the health and dignity of the Family Caregiver and/or Grandparent/Relative Caregiver Client.



## 2.0 ELIGIBILITY CRITERIA

- 2.1 The U.S. Department of Health and Human Services Administration on Aging (AoA) determines the criteria for FCSP eligibility, and is based on the current guidelines of the Older Americans Act of 1965, as reauthorized in October 2006. The base criteria may be enhanced based on California State regulations and Los Angeles County (County) policies. Unless otherwise expressly indicated in this Contract or by Federal, State, or local law, Contractor shall only provide FCSP Services to eligible individuals.
- 2.2 Under the FCSP, the Family Caregiver and/or Grandparent/Relative Caregiver Client is the caregiver. As defined in Title III, Part A, Sections 302(3) and 372 (a) (2) of the OAA, individuals are eligible to be Family Caregiver and/or Grandparent/Relative Caregiver Clients and receive FCSP Services when they meet either of the following criteria as appropriate for the classification they fall within:

### 2.2.1 FAMILY CAREGIVER

- 2.2.1.1 A Family Caregiver, according to Section 302 (3) of the OAA, and as defined in Exhibit J – Definitions, is defined as:

- 2.2.1.1.1 An adult family member (18 years of age and older); OR
- 2.2.1.1.2 Another individual, who is an informal provider of in-home and community care.

### 2.2.2 GRANDPARENT/RELATIVE CAREGIVER

- 2.2.2.1 A Grandparent or Relative Caregiver, according to Section 372 (a) (2) of the OAA, and as defined in Exhibit J – Definitions, is defined as:

- 2.2.2.1.1 An adult 55 years of age or older and a grandparent, step-grandparent, relative by blood, marriage, or adoption to a Child (see Exhibit J – Definitions); AND
- 2.2.2.1.2 Is not the parent of the Child; AND
- 2.2.2.1.3 Is the Primary Caregiver (as defined in Exhibit J – Definitions) of the Child because the biological or adoptive parents are unable or unwilling to serve as the caregiver of the Child; AND

- 2.2.2.1.4 Has a legal relationship to the Child, such as legal custody or guardianship, or is raising the Child informally.

## 2.3 CARE RECEIVER

- 2.3.1 In order to determine the eligibility of a Family Caregiver or Grandparent/Relative Caregiver as a potential Client for Services, the Care Receiver must meet the following criteria:

- 2.3.1.1 The Care Receiver of a Family Caregiver is:

- 2.3.1.1.1 An Older Individual (see Exhibit J – Definitions);  
OR

- 2.3.1.1.2 An individual of any age with Alzheimer's disease or a related disorder with neurological and Organic Brain Dysfunction (see Exhibit J - Definitions).

- 2.3.1.2 The Care Receiver of a Grandparent/Relative Caregiver is:

- 2.3.1.2.1 A Child, according to Section 372 (a) (1) of the OAA, and as defined in Exhibit J – Definitions;  
OR

- 2.3.1.2.2 An individual with a Disability (see Exhibit J – Definitions).

- 2.4 Family Caregiver and/or Grandparent/Relative Caregiver Clients who receive FCSP-funded Respite Care Services and Supplemental Services, as further defined below, must provide care to a Care Receiver who meets the following more restrictive eligibility criteria specified in Title III, Part E, Section 373 (c) (1) (B) of the OAA and the definition of "frail" (see Exhibit J – Definitions) (OAA Section 102 (22)):

- 2.4.1 In the case of a Client who is providing care to an Older Individual who meets the following condition:

- 2.4.1.1 Is unable to perform at least two (2) Activities of Daily Living as stated in California Health and Safety Code 1569.2 (h) (also see Exhibit J – Definitions) without substantial human assistance, including verbal reminding, physical cueing, or supervision; or at the option of the State, is unable to perform at least three (3) such activities without such assistance; or

2.4.1.2 Due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

## 2.5 PRIORITY

In providing FCSP Services, priority shall be given to:

- 2.5.1 Family Caregiver and/or Grandparent/Relative Caregiver Clients who are Older Individuals with Greatest Social Need (see Exhibit J – Definitions), and Older Individuals with Greatest Economic Need (see Exhibit J – Definitions) (with particular attention to low-income Family Caregiver and/or Grandparent/Relative Caregiver Clients);
- 2.5.2 Family Caregiver and/or Grandparent/Relative Caregiver Clients that provide care to Care Receivers with Alzheimer's disease and related disorders with neurological or Organic Brain Dysfunction; of these, priority shall be given to those caring for Older Individuals with such diseases or disorders (see Title III, Part E; Section 372(b)(1) of the OAA);
- 2.5.3 Grandparents or Older Individuals who are Relative Caregivers of a Child; of these, priority shall be given to those caring for children with Severe Disabilities (see Title III, Part E; Section 372(b)(2) of the OAA); and;
- 2.5.4 Older Individuals providing care to individuals with Severe Disabilities, including children with Severe Disabilities (see Title III, Part E; Section 373(c)(2)(B) of the OAA).

## 3.0 SPECIFIC TASKS

- 3.1 The following guidelines listed below establish the standards for the provision of Services that are required by the FCSP, including units of measurement and rates of reimbursement per activity type.
- 3.2 Contractor shall provide each Service to assist Family Caregiver and/or Grandparent/Relative Caregiver Clients in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems relating to their caregiving roles.

The FCSP is comprised of four (4) primary Services (Information Services, Support Services, Respite Care Services, and Supplemental Services) as outlined below:

3.2.1 **INFORMATION SERVICES** - The provision of Public Information on Caregiving and/or Community Education on Caregiving, including information about available Services.

3.2.1.1 Contractor is limited to allocating a maximum amount of 20% of total funds to provide Information Services.

3.2.1.2 Contractor shall provide Information Services that market the Services to all ethnic groups in each Supervisorial District in which Services are being provided by Contractor.

3.2.1.3 Contractor shall ensure that Information Services are provided to all populations including, but not limited to, homeless, veterans, and Lesbian-Gay-Bisexual-Transgender (LGBT) Family Caregiver and/or Grandparent/Relative Caregiver Clients.

3.2.1.4 In providing Information Services to the Family and/or Grandparent/Relative Caregiver Client, Contractor must provide at least one (1) Service from the Information Services category below.

3.2.1.4.1 **Public Information on Caregiving** – Contractor shall provide information about available FCSP and other Family Caregiver and/or Grandparent/Relative Caregiver Client support resources and Services. The means of providing information may include, but is not limited to, disseminating publications such as newsletters, brochures, and flyers.

3.2.1.4.1.1 Unit of Measurement: one (1) activity of providing information and/or resources for a minimum of two (2) consecutive hours

3.2.1.4.1.2 Maximum Rate of Reimbursement: \$90.00/activity

3.2.1.4.2 **Community Education on Caregiving** - Contractor shall educate groups of current or potential Family Caregiver and/or Grandparent/Relative Caregiver Clients as well as those who may provide them with assistance about available FCSP and other Family Caregiver and/or Grandparent/Relative Caregiver Client support resources and Services.

3.2.1.4.2.1 Unit of Measurement: one (1) activity of Community Education, at a minimum of two (2) hours to conduct presentations provided to a minimum audience size of at least ten (10) participants.

3.2.1.4.1.3 Maximum Rate of Reimbursement: \$90.00/activity.

3.2.1.4.3 Contractor must maintain copies of documents as evidence of Community Education. These documents include, but are not limited to, flyers, agendas, and power point presentations. Contractor must maintain copies of all sign-in sheets as evidence of Community Education attendance. Such records shall be maintained in accordance with record retention policies outlined in Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement).

3.2.2 **SUPPORT SERVICES** – As explained in the sub-parts below, Support Services are designed to provide Caregiver Assessment, Caregiver Counseling, Caregiver Support Groups, Caregiver Training, and Caregiver Case Management.

3.2.2.1 In providing Support Services to the Family Caregiver and/or Grandparent/Relative Caregiver Client, Contractor is required to provide Caregiver Assessment, as identified in Sub-paragraph 3.2.2.2, at a minimum.

3.2.2.2 **Caregiver Assessment** – Caregiver Assessment is a mandatory assessment service required for all Family Caregiver and/or Grandparent/Relative Caregiver Clients (other than those who receive Information Services) in order to determine the most accurate FCSP Services needed.

3.2.2.2.1 Caregiver Assessments shall be conducted by persons trained and experienced in the skills required to deliver this Service and shall result in a plan that includes back-up provisions and shall be periodically updated. Contractor shall explore options and courses of action for Family Caregiver and/or Grandparent/Relative Caregiver Clients by identifying their:

- a) Willingness to provide care;
- b) Duration and care-frequency preferences;
- c) Caregiving abilities
- d) Physical health, psychological health, social support;
- e) Training needs;
- f) Financial resources available for caregiving; and;
- g) Strengths and weaknesses within the immediate caregiving environment and the Client's extended informal support system which may consist of relatives, neighbors, and friends.

3.2.2.2.2 For each Caregiver Assessment, Contractor shall utilize the County's Universal Intake Form, (see Exhibit J – Definitions) and the Universal Intake Form and input the information from the Universal Intake Form into the Harmony For Aging (HFA) system (see Sub-paragraph 11.1). A new form shall be used for each year a Family Caregiver and/or Grandparent/Relative Caregiver Client participates in the Program (see Exhibit J – Definitions). Notification of the assessment/reassessment must be entered into HFA within 14 days of completion according to CDA guidelines.

3.2.2.2.2.1 Unit of Measurement: one (1) hour of individual one-on-one assessment between a Contractor and a Family Caregiver and/or Grandparent/Relative Caregiver Client or potential Client.

3.2.2.2.2.2 Maximum Rate of Reimbursement: \$45.00 hour.

3.2.2.2.3 An annual reassessment shall be conducted of the Family Caregiver and/or Grandparent/Relative Caregiver Client items defined in Sub-paragraph 3.2.2.2.1 above, and in the Client's Care Receiver status. A reassessment shall utilize a new County Universal Intake Form or each Client that participates in the Program.

3.2.2.3 **Caregiver Counseling** – Contractor shall provide Caregiver Counseling to each Family Caregiver and/or Grandparent/Relative Caregiver Client by a Caregiver Counselor experienced in the skills required to deliver the level of support needed for stress, depression, and loss as a result of caregiving responsibilities:

3.2.2.3.1 When counseling involves therapy for stress, depression, and loss as a result of caregiving responsibilities, Services must be provided by a licensed health professional (e.g. Doctor of Medicine (M.D.), Registered Nurse (R.N.), Psychologist (Psy.D.), Marriage and Family Therapist (MFT), Licensed Clinical Social Worker (LCSW), etc.), or by a paraprofessional supervised by a licensed health professional that is appropriately trained and experienced in the skills to deliver such services. Caregiver Counseling may also:

- a. Involve the Family Caregiver and/or Grandparent/Relative Caregiver Client's informal support system such as relatives, neighbors, friends, etc.
- b. Be individual in-person sessions and/or telephone consultations.
- c. Address caregiving-related financial and long-term care placement responsibilities.

3.2.2.3.2 In providing Caregiver Counseling, Contractor shall utilize the County's Universal Intake Form, and input the information into the HFA system. A new, separate form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each year the Client participates in the Program.

3.2.2.3.3 Unit of Measurement: one (1) hour of individual, one-on-one counseling between a Contractor and a Family Caregiver and/or Grandparent/Relative Caregiver Client. A session is measured at one (1) hour.

3.2.2.3.4 Maximum Rate of Reimbursement: \$45.00/hour

3.2.2.4 **Caregiver Support Group** – Contractor shall provide Caregiver Support Group Services led by a competent Caregiver Support Group Facilitator to a group of 3-12 Family Caregiver or Grandparent/Relative Caregiver Clients (see Paragraph 5.5 Caregiver Support Group Facilitator, for description of staff position). Contractor shall conduct a Caregiver Support Group at least monthly within a private supportive setting or via a controlled access, moderated online or teleconference approach, to encourage participation and for the purpose of sharing experiences and ideas to ease the stress of caregiving and improving decision making and problem solving skills related to their caregiving responsibilities. Appropriate private supportive settings include the following:

- a. In person, face-to-face meetings; or
- b. Controlled access (limited to group participants only) moderated online; or
- c. Controlled access moderated by teleconference (all participants with a facilitator via telephone).

3.2.2.4.1 Contractor shall maintain sign-in or attendance sheets and/or other documents to verify Family Caregiver and/or Grandparent/Relative Caregiver Client's participation. Such records shall be maintained in accordance with record retention policies outlined in Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement).

3.2.2.4.2 In providing Caregiver Support Group Services, Contractor shall utilize the County's Universal Intake Form, and input the information into the HFA system. A new, separate form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each year a Client participates in the Program.



3.2.2.4.3 Unit of Measurement: one (1) hour solely for the provision of Service by a Contractor to each Family Caregiver and/or Grandparent/Relative Caregiver Client (or potential Client(s)) in a group. Client information shall be collected and entered into HFA individually for all of the Family Caregiver and/or Grandparent/Relative Caregiver Clients and their respective Care Receivers. Billing methodology shall be based on an entire group as follows:

3.2.2.4.3.1 For example: For a group comprised of seven (7) participants, the Unit of Measurement will be recorded in HFA as seven (7) hours of Service; however, for billing purposes, all billing must be tied to one (1) participant that attended the support group.

3.2.2.4.3.2 Maximum Rate of Reimbursement: \$45.00/hour per Support Group session.

3.2.1.4 **Caregiver Training** – Contractor shall conduct training workshops for Family Caregiver and/or Grandparent/Relative Caregiver Clients, or provide one-on-one individually tailored sessions to Clients, conducted either in person or electronically, by a skilled and knowledgeable individual, to assist Clients in developing the skills and gaining the knowledge necessary to fulfill their caregiving responsibilities. Contractor shall at a minimum address health, nutrition, and financial matter literacy in these trainings. Other areas for Caregiver Training shall include, but are not limited to: daily case management, disease progression, behavior interventions and coping skills, assistive technology and home adaptation options, supplemental resources and services, legal issues and Family Caregiver and/or Grandparent/Relative Caregiver Client rights, and emergency and long-term care planning.

3.2.1.4.1 In providing Caregiver Training, Contractor shall utilize the County's Universal Intake Form, and input the information into the HFA system.

A new, separate form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each year a Client participates in the Program.

3.2.1.4.2 Contractor must maintain copies of training documents as evidence of trainings. Training documents include, but are not limited to: flyers, agendas, power point presentations. Contractor must maintain copies of all sign-in sheets as evidence of training attendance.

3.2.1.4.3 Unit of Measurement: one (1) hour solely for the provision of Service to a Family Caregiver and/or Grandparent/Relative Caregiver Client or potential Client(s) in a group. Family Caregiver and/or Grandparent/Relative Caregiver Client information shall be collected and entered into HFA individually for all of the Clients and respective Care Receivers. Billing methodology shall be based on an entire group as follows:

3.2.1.4.3.1 For example: For a group comprised of seven (7) participants, the Unit of Measurement will be recorded in HFA as seven (7) hours of Service; however, for billing purposes, all billing must be tied to one (1) participant that attended the training session.

3.2.1.4.3.2 Maximum Rate of Reimbursement: \$45.00/hour.

3.2.1.5 **Caregiver Case Management** – Caregiver Case Management Services are designed to assess the needs, coordinate the provision of Services, and monitor an optimum package of services that meet the needs of the Family Caregiver and/or Grandparent/Relative Caregiver Client through the development of an ongoing Care Plan by the Case Manager (see Paragraph 5.4 Case Manager, for description of staff position)). The Care Plan shall include:

- 3.2.1.5.1 A comprehensive assessment of the Family Caregiver and/or Grandparent/Relative Caregiver Client to identify problems, including functional and other limitations that impede routine caregiving duties, responsibilities, and productivity;
- 3.2.1.5.2 The physical, psychological, and social needs of the Family Caregiver and/or Grandparent/Relative Caregiver Client;
- 3.2.1.5.3 Services requested;
- 3.2.1.5.4 Follow-up actions and progress notes;
- 3.2.1.5.5 An assessment of the Care Receiver is required to determine Activities of Daily Living (ADL) needed, and also which Instrumental Activities of Daily Living (IADL) the Care Receiver requires, as stated in the California Health and Safety Code 1569.2. (f)) (see also Exhibit J – Definitions), and consideration of any disability factors.
- 3.2.1.5.6 Caregiver Case Management Services shall be provided by a Case Manager who is trained and experienced in the skills that are required to coordinate and monitor the provision of formal Family Caregiver and/or Grandparent/Relative Caregiver Client-related Services in circumstances where Clients are experiencing diminished capacities due to mental impairment or temporary severe stress and/or depression.
- 3.2.1.5.7 In providing Caregiver Case Management, Contractor shall utilize the County's Universal Intake Form, and input the information into the HFA system. A new form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each year a Client participates in the Program.
- 3.2.1.5.8 Unit of Measurement: one (1) hour solely for the provision of Service to a Family Caregiver and/or Grandparent/Relative Caregiver Client or potential Client(s).
- 3.2.1.5.9 Maximum Rate of Reimbursement: \$45.00/hour

**3.3 RESPIRE CARE SERVICES** - Contractor shall provide Respite Care Services to allow Family Caregiver and/or Grandparent/Relative Caregiver Clients to have a temporary period of relief or rest from caregiving responsibilities.

3.3.1 Contractor shall provide Respite Care Services to allow Family Caregiver and/or Grandparent/Relative Caregiver Clients temporary respite on an intermittent, occasional, or emergency basis in a manner that responds to the individual needs and preferences of a Client and their Care Receivers, rather than a pre-established set amount offered on a "first come, first served" waiting list basis. Contractor shall evaluate a Family Caregiver and/or Grandparent/Relative Caregiver Client's needs and coordinate Services to be provided by Contractor's designated personnel and/or sub-contractor(s) (provided Contractor has been authorized by County to sub-contract (Paragraph 8.40 – Subcontracting)). Contractor shall conduct background checks with fingerprinting and ensure that all Respite Care workers are appropriately trained, and experienced, certified, and/or licensed as determined by the needs of the caregiver.

Types of Respite Care Services:

Intermittent – Time off, once a week for a limited number of hours, to give the Family Caregiver and/or Grandparent/Relative Caregiver Client a planned or unscheduled break.

Occasional – Time off for the Family Caregiver and/or Grandparent/Relative Caregiver Client to attend a special event.

Emergency – Extended break provided to the Family Caregiver and/or Grandparent/Relative Caregiver Client to address an intervening circumstance, such as Client emotional stress or hospitalization and recovery.

3.3.2 Respite Care Services shall be provided only to Family Caregiver and/or Grandparent/Relative Caregiver Clients who care for a Care Receiver having two (2) or more ADL limitations or a cognitive impairment, or to a Client who is the Grandparent or older adult relative caring for a Child.

3.3.3 In providing Respite Care Services, Contractor shall utilize the County's Universal Intake Form, and input the information into the HFA system. A new form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each year a Client participates in the Program.

3.3.4 In providing Respite Care to a Family Caregiver and/or Grandparent/Relative Caregiver Client, Contractor must provide at least one (1) Service from the Respite Care categories below:

3.3.4.1 **Caregiver Respite In-Home Supervision** means Respite Care that includes the provision of Care Receiver day and/or overnight supervision and friendly visiting (with the role of supervision as well as companionship) provided by Contractor staff who has the appropriate and necessary skills in order to ensure health or safety and prevent wandering.

3.3.4.1.1 Unit of Measurement: one (1) hour of individual, one-on-one contact between a Respite Care provider and a Care Receiver

3.3.4.1.2 Maximum Rate of Reimbursement: \$16.00/hour

3.3.4.2 **Caregiver Respite Homemaker Assistance** is Respite Care that includes the provision of assistance to a Care Receiver with meal preparation, medication management, using the phone, and/or light housework (along with Care Receiver supervision) by a Respite Care provider who has the appropriate and necessary skills to provide homemaker assistance.

3.3.4.2.1 Unit of Measurement: one (1) hour

3.3.4.2.2 Maximum Rate of Reimbursement: \$16.00/hour

3.3.4.3 **Caregiver Respite In-Home Personal Care** is Respite Care that includes the provision of assistance to a Care Receiver with eating, bathing, toileting, transferring, and/or dressing (along with supervision of the Care Receiver and related home-keeping) by a Respite Care provider who has the appropriate and necessary skills to provide personal care.

3.3.4.3.1 Unit of Measurement: one (1) hour

3.3.4.3.2 Maximum Rate of Reimbursement: \$18.00/hour

3.3.4.4 **Caregiver Respite Home Chore** is Respite Care that includes a Respite Care provider who has the appropriate and necessary skills to assist a Family Caregiver and/or Grandparent/Relative Caregiver Client with heavy housework, yard work, and/or sidewalk and other routine home maintenance (but not structural repairs) associated with caregiving responsibilities.

3.3.4.4.1 Unit of Measurement: one (1) hour

3.3.4.4.2 Maximum Rate of Reimbursement:  
\$16.00/hour

3.3.4.5 **Caregiver Respite Out-of-Home Day Care** is Respite Care in which the Care Receiver attends a supervised/protective, congregate setting during some portion of a day, and includes access to social and recreational activities. Contractor shall ensure that all congregate settings are safe with proper supervision and have appropriate licensing and certification.

3.3.4.5.1 Unit of Measurement: one (1) hour

3.3.4.5.2 Maximum Rate of Reimbursement: \$8.80/hour

3.4 **SUPPLEMENTAL SERVICES** - Family Caregiver and/or Grandparent/Relative Caregiver Client-centered assistance offered on a limited basis to support, strengthen, and complement the caregiving efforts. Supplemental Services shall be provided only to either a Family Caregiver Client of a Care Receiver having two (2) or more ADL limitations or a cognitive impairment, or a Grandparent/Relative Caregiver Client who is the grandparent or older adult relative caring for a child.

3.4.1 Contractor shall provide Supplemental Services intended to complement the care provided by Family Caregiver and/or Grandparent/Relative Caregiver Clients. Contractor shall perform Supplemental Services as needed and on a limited basis; a maximum of 20% of total contract funds can be allocated to provide these Services. The maximum amount to be spent on purchased Services (Assistive Devices for Caregiving, Home Adaptations for Caregiving, and/or Caregiver Emergency Cash/Material Aid) for any one (1) Client shall not exceed \$800.00 in any fiscal year, without prior approval of County.

- 3.4.2 Contractor shall be reimbursed through Caregiver Case Management Services for the time spent to arrange Supplemental Services that meet the needs of Family Caregiver and/or Grandparent/Relative Caregiver Clients (see Section 3.3.1.5).
- 3.4.3 In providing Supplemental Services, Contractor shall utilize the County's Universal Intake and input the information into the HFA system. A new form shall be used for each Family Caregiver and/or Grandparent/Relative Caregiver Client each year a Client participates in the Program.
- 3.4.4 Rates are negotiable as Services are provided as needed based on fair market value. Caregiver Services Registry (see 3.5.5.3) is the only Supplemental Service sub-category with an established rate.
- 3.4.5 In providing Supplemental Services to a Family Caregiver and/or Grandparent/Relative Caregiver Client, Contractor must provide at least one (1) Service from the Supplemental Services categories below:
  - 3.4.5.1 **Assistive Devices for Caregiving** – Contractor shall assist the Family Caregiver and/or Grandparent/Relative Caregiver Client with the purchase, rental fee of any equipment or product system (examples include, but are not limited to: a lift chair or bathtub transfer bench, electronic pill dispenser, emergency alert fall prevention device, etc.) that will facilitate and enhance caregiving responsibilities. In providing this Service, Contractor shall provide at a minimum three (3) vendor/service agency referrals to a Family Caregiver and/or Grandparent/Relative Caregiver Client. Upon Client's selection of the vendor/service agency, Contractor shall arrange the purchase and delivery of the needed equipment by working directly with a vendor/service agency.
    - 3.4.5.1.1 Services shall be closely monitored by Contractor staff to ensure that Services are supporting the needs of the caregiver and to guarantee that the Service is offered on an appropriate basis.
    - 3.4.5.1.2 Unit of Measurement: one (1) device = one (1) occurrence

- 3.4.5.1.3 Maximum Rate of Reimbursement: Negotiable at fair market value for Service provided; however, shall not exceed \$800.00 per Family Caregiver and/or Grandparent/Relative Caregiver Client in any fiscal year, without prior written approval of County.
- 3.4.5.2 **Home Adaptations for Caregiving** - Contractor shall arrange for minor or major physical change to the home in order to facilitate and enhance the caregiving role (examples include, but are not limited to: installation of grab bars, replacement of door handles, construction of an entrance ramp or roll-in shower, etc.). In providing this Service, Contractor shall provide at a minimum three (3) vendor/service agency referrals to a Family Caregiver and/or Grandparent/Relative Caregiver Client. Upon Client's selection of the vendor/service agency, Contractor shall arrange the purchase and delivery of the needed equipment by working directly with a vendor/service agency.
- 3.4.5.2.1 Services shall be closely monitored by Contractor staff to ensure that Services are supporting the needs of the caregiver and to guarantee that the Service is offered on an appropriate basis.
- 3.4.5.2.2 Unit of Measurement: 1 modification = one occurrence.
- 3.4.5.2.3 Maximum Rate of Reimbursement: Negotiable at fair market value for Service provided; however, shall not exceed \$800.00 per Family Caregiver and/or Grandparent/Relative Caregiver Client in any fiscal year, without prior written approval of County.
- 3.4.5.3 **Caregiving Services Registry** – Contractor shall recruit, screen, and maintain a listing of dependable, qualified self-employed homemakers or Registry workers who may be matched with Family Caregiver and/or Grandparent/Relative Caregiver Clients willing to utilize personal resources to hire and pay a self-employed homemaker or Registry worker for assistance with their caregiving responsibilities.



Both the Family Caregiver and/or Grandparent/Relative Caregiver Client and potential self-employed homemaker or Registry worker shall be advised about appropriate compensation and workplace performance expectations upon hire by caregiver. Contractor shall maintain documentation signed by a Family Caregiver and/or Grandparent/Relative Caregiver Client to include the date of the recruitment/match. Contractor shall provide follow-up with both parties via a telephone call on a quarterly basis to ensure the match is functioning effectively.

3.4.5.3.1 Contractor shall conduct background checks with fingerprinting, and shall also ensure that all Registry workers are appropriately trained, experienced, certified, and/or licensed as determined by the needs of the caregiver.

3.4.5.3.2 Unit of Measurement: one (1) hour = one (1) occurrence to prepare and deliver this Service (recruiting, matching, screening and maintaining a listing) by a Contractor to a Family Caregiver and/or Grandparent/Relative Caregiver Client. Caregiver Services Registry maintenance time shall be billed regardless of the outcome (e.g., whether the match is successful or not) as long as it is tied to a specific Family Caregiver and/or Grandparent/Relative Caregiver Client.

3.4.5.3.3 Maximum Rate of Reimbursement:  
\$32.00/hour

3.4.5.4 **Caregiving Emergency Cash/Material Aid** – Contractor shall arrange for and provide assistance to Family Caregiver and/or Grandparent/Relative Caregiver Clients in the form of commodities, surplus food, emergency cash, transit passes, meals, and vouchers that will help meet identified needs determined by the caregiver associated with an individual Family Caregiver and/or Grandparent/Relative Caregiver Client's responsibilities.

- 3.4.5.4.1 Services shall be closely monitored by Contractor staff to ensure that Services are supporting the needs of the caregiver and to guarantee that the Service is offered on an appropriate basis. Contractor shall maintain documentation including receipts to verify all expenditures of Family Caregiver and/or Grandparent/Relative Caregiver Client's needs. Such records shall be maintained in accordance with record retention policies outlined in Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement).
- 3.4.5.4.2 Unit of Measurement: one "assistance" event = one (1) occurrence.
- 3.4.5.4.3 Maximum Rate of Reimbursement: Shall not exceed \$800.00 per Family Caregiver and/or Grandparent/Relative Caregiver Client in any fiscal year, without prior written approval of County.

#### **4.0 ADDITIONAL REQUIREMENTS**

- 4.1 In addition to the specific tasks necessary to provide Services to Family Caregiver and/or Grandparent/Relative Caregiver Clients, Contractor must also adhere to minimum requirements to ensure that Contractor maintains the level of care, performance, staffing, reporting and any compliance requirements with County, State, and Federal guidelines that govern the Program.
  - 4.1.1 Contractor must have written procedures to protect the confidentiality and privacy of Family Caregiver and/or Grandparent/Relative Caregiver Client information collected for Program purposes in accordance with Title 22 CCR 7500 et seq.
- 4.2 Contractors may serve Family Caregiver and/or Grandparent/Relative Caregiver Clients who also provide services under In-Home Supportive Services (IHSS) (see Exhibit J – Definitions). However, while FCSP Services cannot be used in place of IHSS, FCSP can be used to supplement beyond the hours provided by IHSS.
- 4.3 A Family Caregiver or Grandparent/Relative Caregiver provides care without pay. FCSP funds cannot be used to pay the Family Caregiver and/or Grandparent/Relative Caregiver Client a stipend or salary for providing care. FCSP funds may be used to pay another family member or friend to provide Respite Care Services or Supplemental Services to the Family Caregiver and/or Grandparent/Relative Caregiver Client.

- 4.4 Contractor acknowledges that FCSP funds cannot be used to support (and FCSP does not include) the following activities:
- a. Providing assistance directly to a Care Receiver;
  - b. Providing an equal level of service to all Family Caregiver and/or Grandparent/Relative Caregiver Clients, rather than assistance based on the Client's level of need and priority;
  - c. One (1) time or end-of-the-year assistance to Family Caregiver and/or Grandparent/Relative Caregiver Clients without an identified individual Client's need;
  - d. Payment of any costs for a Family Caregiver and/or Grandparent/Relative Caregiver Client to attend a caregiver camp, spa, resort, or restaurant;
  - e. Temporary worker relief from formally paid services (e.g., IHSS or services required to be provided in a licensed facility such as a residential care facility for the elderly); or
  - f. Supplementing service unit cost of "a participant day" at an adult day care program. A "participant day" usually ranges from four (4) – six (6) hours and is used in the delivery of an adult day care service and purchased by day of service, as opposed to hours of service. Therefore, "participant day" cannot be used in conjunction with purchase of hours.

## **5.0 CONTRACTOR PERSONNEL**

- 5.1 GENERAL REQUIREMENTS: Contractor shall have a sufficient number of qualified staff to deliver the Service(s) adequately with the appropriate education, experience, and qualifications to carry out the requirements of the FCSP.

The total number of staff shall be based on the method and level of Services provided, and the size of the service area served by Contractor.

- 5.1.1 Contractor shall operate continuously throughout the entire term of this Contract with at least the minimum number of staff set forth herein, as well as any other applicable staffing requirements established by County necessary for Contractor to provide Services herein. Such personnel shall meet all qualifications in this Contract, as well as any provided by County through Contract Amendments, Administrative Directives, or Program Policy Memorandums.
- 5.1.2 Contractor shall ensure that Contractor staff is available to all Family Caregiver and/or Grandparent/Relative Caregiver Clients, potential Clients, and referral sources, as well as to County, on a minimum five-day-a-week (Monday through Friday) basis (not including County recognized holidays). Contractor's office shall be open a minimum eight (8) hours per day between the hours of 8:00 a.m. to 5:00 p.m.

Contractor shall also ensure that live telephone contact with Contractor's staff is available to Family Caregiver and/or Grandparent/Relative Caregiver Clients, potential Clients, referral sources, as well as to County, during Contractor's hours of operation. Contractor shall also ensure that each Contractor site has a telephone answering machine or voice mail in place during off-business hours. Contractor's staff shall check and respond to all messages in a timely manner.

- 5.1.3 Contractor shall always have an employee with the authority to act on behalf of Contractor available during work hours.

## 5.2 PROJECT DIRECTOR - Contractor staff must include a Project Director.

- 5.2.1 Responsibilities: The Project Director will plan, organize and direct all administrative and Program activities related to the Program. The Project Director will define lines of authority and will develop the roles and parameters of responsibility for Program staff consistent with established County requirements. The Project Director shall have full authority to act on behalf of the Contractor on all contract matters relating to the daily operations of this Contract. The Project Director, or their designee, shall be available to County during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday to oversee all the daily activities. In addition, the Project Director shall serve as the coordinator/liaison for all Area Agency on Aging (AAA) (see Exhibit J - Definitions) - funded services, ensuring that any overall communications relevant to AAA services are conveyed to the appropriate personnel. The Project Director must be capable of, and able to take on, the responsibilities of the Project Supervisor and/or Case Manager in their absence, should the need present itself.

## 5.2.2 Minimum Education, Experience and Qualifications:

- 5.2.2.1 Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.
- 5.2.2.2 A minimum of two (2) years administrative experience in the fields of health or social services, including case management.
- 5.2.2.3 The individual must possess and have demonstrated experience in the following:
  - 5.2.2.3.1 Ability to speak/read/understand English fluently;

- 5.2.2.3.2 Ability and experience to provide guidance on decisions requiring judgment, assistance with problem situations, and approval of care plans and discharge;
- 5.2.2.3.3 Ability and experience in explaining goals, policies, and procedures and assisting staff in adjusting to changes that occur;
- 5.2.2.3.4 Ability and experience encouraging the development of professional growth and upgrading of skills through access to training and current literature;
- 5.2.2.3.5 Ability and experience evaluating the performance of the Project Supervisor and Case Manager/Counselor based on established criteria;
- 5.2.2.3.6 Ability and expertise in the provision of Family Caregiver and/or Grandparent/Relative Caregiver Client Services.

5.3 PROJECT SUPERVISOR – Contractor staff must include a Project Supervisor.

5.3.1 Responsibilities: Under the direction of the Project Director, the Project Supervisor is responsible for planning, coordinating, organizing, and developing the principles and techniques related to the FCSP. The position's primary responsibilities include: (a) ongoing supervision of FCSP Services staff, including ensuring that all FCSP Services are delivered appropriately and within the established time frames; (b) review and approval of all Family Caregiver and/or Grandparent/Relative Caregiver Client care plans, including purchase of services; and (c) monitoring of Client outcomes. The Project Supervisor shall review ongoing cases with Case Managers at least quarterly to determine the need for ongoing FCSP Services.

The Project Supervisor may also serve as the Project Director if all qualifications for the Project Director are met. The Project Supervisor should be capable of, and able to take on the responsibilities of, the Case Manager(s) in their absence, should the need present itself.

The Project Supervisor, or their designee, shall be available to Family Caregiver and/or Grandparent/Relative Caregiver Clients, potential Clients, referral sources, as well as the County, during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding County recognized holidays, to oversee all the daily activities.

### 5.3.2 Minimum Education, Experience and Qualifications:

5.3.2.1 Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.

5.3.2.2 A minimum of two (2) years experience in social service case management or a related field; persons with a Master's degree from an accredited university in the Social or Behavioral Sciences or a related field may substitute one (1) year of experience required.

5.3.2.3 The individual must demonstrate the following:

5.3.2.3.1 Ability to speak/read/understand English fluently;

5.3.2.3.2 Ability and experience providing guidance on decisions requiring judgment, assistance with problem situations, and approval of care plans and discharge;

5.3.2.3.3 Experience explaining goals, policies, and procedures and assisting staff in adjusting to changes that occur;

5.3.2.3.4 Ability and experience encouraging the development of professional growth and upgrading of skills through access to training and current literature;

5.3.2.3.5 Ability and experience evaluating the performance of Case Manager based on established criteria;

5.3.2.3.6 Expertise in the provision of Family Caregiver and/or Grandparent/Relative Caregiver Client Services.

5.4 CASE MANAGER – Contractor staff must include a Case Manager.

5.4.1 Responsibilities: Under the supervision of the Project Supervisor, a Case Manager shall evaluate potential Family Caregiver and/or Grandparent/Relative Caregiver Clients to assess their needs by identifying the functional and/or other limitations that impede routine caregiving duties, responsibilities, and productivity; developing care plans, and coordinating the provision of available Services based on needs. In addition, a Case Manager must ensure that the County's Universal Intake Form (see Exhibit J – Definitions) is completed for each Family Caregiver and/or Grandparent/Relative Caregiver Client who receives Services. A Case Manager shall determine if follow-up and reassessment may be required, as needed. Case Managers shall be assigned to no more than ten (10) Clients at a time.

5.4.2 Minimum Education, Experience and Qualifications:

5.4.2.1 Bachelor's degree from an accredited university in the Social or Behavioral Sciences or a related field.

5.4.2.2 A minimum of two (2) years full-time paid or volunteer experience in social services or a related social services field; may substitute one (1) year of education in the Social or Behavioral Sciences, or a related field, beyond a Bachelor's degree for each year of experience required.

5.4.2.3 The individual must demonstrate the following:

5.4.2.3.1 Ability to speak/read/understand English fluently;

5.4.2.3.2 Ability and experience communicating effectively with Family Caregiver and/or Grandparent/Relative Caregiver Clients, family members, Contractors, and co-workers;

5.4.2.3.3 Ability and experience treating Family Caregiver and/or Grandparent/Relative Caregiver Clients, family members, Contractors, and co-workers with respect and dignity;

5.4.2.3.4 Knowledge of human behavior and the aging process;

5.4.2.3.5 Knowledge of community resources and available funding sources;

5.4.2.3.6 Knowledge of the quality of Services recommended; and

5.4.2.3.7 Knowledge of social and health intervention techniques.

## 5.5 CAREGIVER SUPPORT GROUP FACILITATOR

5.5.1 Responsibilities: Must lead a group of three (3) to twelve (12) Family Caregiver and/or Grandparent/Relative Caregiver Clients, per the CDA Service Categories and Data Dictionary, to provide them with a forum to exchange “histories”, information, encouragement, hope and support. The Caregiver Support Group Facilitator shall provide FCSP Services, i.e., Caregiver Support Group Services, to a group of no less than three (3) and no more than twelve (12) in a manner so as to assist Family Caregiver and/or Grandparent/Relative Caregiver Clients in the areas of health, nutrition, and financial literacy, and in making decisions and solving problems relating to their caregiving roles, with the intent to train and reassure Family Caregiver and/or Grandparent/Relative Caregiver Clients to feel comfortable in making decisions and solving problems relating to their caregiving role.

5.5.2 Minimum Education, Experience and Qualifications:

5.5.2.1 Associate of Arts degree in the Social or Behavioral Sciences or a related field.

5.5.2.2 A minimum of two (2) years paid or volunteer experience that includes speaking to large groups and conducting training seminars or classes.

5.5.2.3 The individual must demonstrate the following:

5.5.2.3.1 Knowledge of community resources;

5.5.2.3.2 Experience dealing with Older Adult and/or functionally impaired adult populations from diverse ethnic backgrounds and socioeconomic levels;

5.5.2.3.3 English Verbal and written communication skills.



## **5.6 MULTILINGUAL CAPABILITIES OF CONTRACTOR'S STAFF**

- 5.6.1 Contractor must provide Services in the primary/native language of the Family Caregiver and/or Grandparent/Relative Caregiver Client to Clients with limited or no English speaking capabilities. Contractor shall make efforts to employ employees and recruit volunteers who are bilingual or who are fluent in the dominant languages of the community. Contractor shall not require any Family Caregiver and/or Grandparent/Relative Caregiver Client to provide his/her own interpreter.
- 5.6.2 Contractor must be committed and sensitive to the delivery of Services that are culturally and linguistically appropriate. To that end, Contractor must seek to hire qualified staff that is multilingual and/or multicultural in order to better reflect the communities served by Contractor. In addition, Contractor and its employees, including volunteers, are expected to develop cultural competency and cross-cultural clinical practice skills. Contractor must also develop effective linkages with various ethnic, health and social service agencies for the benefit of Family Caregiver and/or Grandparent/Relative Caregiver Clients to reflect the ethnic and cultural needs of the community being served.

## **5.7 USE OF VOLUNTEER SERVICES**

Volunteers may be recruited, trained and used by Contractor to expand the provision of FCSP Services. Volunteers must be appropriately qualified for the responsibilities Contractor intends to assign them to prior to beginning those responsibilities. Volunteers shall be solely the responsibility of the Contractor, and shall report to the Project Supervisor, or another employee of Contractor as designated by the Project Supervisor. If possible, Contractor shall work in coordination with organizations that have experience in providing training, placement, and stipends for volunteers or participants (such as organizations carrying out federal service programs administered by the Corporation for National and Community Service), in a community service setting.

## **6.0 FISCAL**

### **6.1 Matching Share**

- 6.1.1 Contractor shall provide at least a 25% match (contribution) of its Maximum Annual Contract Sum/Expenditures as funded by County in accordance with the provisions of Exhibit B - Budget. The matching share may be cash or an in-kind contribution, as further explained below, or a combination thereof.

- 6.1.1.1 In-kind contributions are property or services provided by Contractor that benefit a contract-supported project or program, and are contributed by non-federal entities without charge to Contractor.
- 6.1.1.2 The criteria for establishing the value on non-cash items shall be Fair Market Value, and in the case of Volunteer services, shall be Fair Market Value of services. However, in-kind contributions performed via Volunteer services shall not exceed 50% of the required 25% Contractor match.

## 6.2 Contractor Indirect Costs

- 6.2.1 The maximum amount payable under this Contract for Indirect Costs, as defined below, is 8% of the Contractor's Maximum Annual Contract Sum. Indirect Costs exceeding the 8% maximum shall not be charged to this Contract; however, such costs in excess of the 8% Indirect Costs maximum may be budgeted as a match contribution and used to meet the minimum requirements specified in Paragraph 6.1, above.
- 6.2.2 Indirect Costs: Costs that have been incurred for common or joint purposes and cannot be readily identified with a particular final cost objective. Examples of Indirect Costs include, but are not limited to, salaries, employee benefits, supplies and other costs related to general administration of the organization and salaries and expenses of executive officers, personnel administration and accounting.
- 6.2.3 If Contractor requests payment for Indirect Costs, Contractor shall retain on file an approved Indirect Cost Rate of a Cost Allocation Plan, as defined in 6.3 below, documenting the methodology used to determine Indirect Costs. Such records shall be maintained in accordance with record retention policies outlined in Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement).

## 6.3 Cost Allocation Plan for Cost Reimbursement Activities

- 6.3.1 Contractor shall submit an annual organization-wide Cost Allocation Plan pursuant to the requirements outlined herein. The Cost Allocation Plan shall be prepared in accordance with County instructions and applicable OMB Circulars, as well as any other applicable federal, State or County laws or regulations, and, at a minimum shall include the following:
  - 6.3.1.1 Contractor general accounting policies, including:
    - 6.3.1.1.1 Basis of accounting

- 6.3.1.1.2 Fiscal year
- 6.3.1.1.3 Method for allocating Indirect Costs (e.g., simplified, direct, multiple, negotiated rate, etc.)
- 6.3.1.2 Contractor's Authorized Representative (as defined in Exhibit J - Definitions) shall sign the Cost Allocation Plan, certifying the accuracy of the Plan.
- 6.3.1.3 Indirect Cost rate allocation base
  - 6.3.1.3.1 The Contractor's Direct and Indirect Costs (by category) and describing the cost allocation methodology for each category.
  - 6.3.1.3.2 The Contractor's Cost Allocation Plan shall support the distribution of any joint costs with other funding sources related to the tasks and activities of this Contract. All costs included in the Cost Allocation Plan will be supported by formal accounting records, which will substantiate the propriety of eventual charges. Contractor acknowledges that budget allocations are not adequate documentation.
- 6.3.1.4 Contractor shall submit a Cost Allocation Plan to County's Contract Manager, identified by Fiscal Year, as follows:
  - 6.3.1.4.1 Contractor shall submit the Cost Allocation Plan within sixty (60) days of execution of this Contract. County has developed a sample Cost Allocation Plan; Contractor may request a copy thereof upon providing a written request to County's Contract Manager.
  - 6.3.1.4.2 Annually, Contractor shall also submit a new Cost Allocation Plan to County's Contract Manager for review and approval within sixty (60) days of the start of each Fiscal Year.
- 6.3.1.5 The Cost Allocation Plan shall be subject to review and approval by County.

- 6.3.1.6 County will test Contractor's Cost Allocation Plan during the normal course of monitoring to ensure Contractor's compliance with this Contract and OMB Circular requirements (OMB Circular A-87). Contractor's failure to comply may result in suspension of payment(s), suspension of the Contract, termination of the Contract or other remedies as determined by County under this Contract or at law.
- 6.3.1.7 Pursuant to record retention policies outlined in Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement), Contractor will retain on file all documentation supporting the methodology utilized to determine the reasonableness of the costs associated with all Work under this Contract.

#### 6.4 Closeout Reports

- 6.4.1 Within 30 days of the end of each Fiscal Year, Contractor shall prepare and submit a Closeout Report in the form and manner designated by County. The Closeout Report shall include the reporting of expenses and accruals through the last day of the Fiscal Year.
- 6.4.2 If this Contract is terminated or cancelled prior to June 30<sup>th</sup> of any Fiscal Year, the Closeout Report shall be for that Contract period which ends on the termination or cancellation date. Contractor shall submit the Closeout Report after the termination/cancellation date in the manner and timeframe designated by County.

#### 6.5 Program Income Statement Report

- 6.5.1 Program Income (see Exhibit J - Definitions) includes, but is not limited to:
  - 6.5.1.1 Voluntary contributions received from Family Caregiver and/or Grandparent/Relative Caregiver Client or responsible party as a result of receiving Services;
  - 6.5.1.2 Income from usage or rental fees of real or personal property acquired with Contract Funds;
  - 6.5.1.3 Royalties received on patents and copyrights from Work activities under this Contract; proceeds from the sale of items fabricated under terms of this Contract; and

- 6.5.1.4 Fees earned from the provision of Services performed under this Contract.
- 6.5.2 Contractor shall adhere to the Program Income requirements outlined in the applicable OMB Circulars and CFR that pertain to Contractor's organization (i.e., OMB Circular A-102, OMB Circular A-110 (2 CFR Part 215), Title 29 CFR Part 95, or Title 29 CFR Part 97).
  - 6.5.2.1 The use of Program Income requires prior written approval from County's Contract Manager.
  - 6.5.2.2 Contractor shall prepare an annual Program Income Statement Report ("Report") on Contract revenues versus expenditures, to identify the amount of Program Income. The Report shall be amended by Contractor if adjustments are required due to any new information received after the filing of the Report.
  - 6.5.2.3 The Report shall be submitted along with the Closeout Report in the form, manner and timeline as designated by County.
- 6.6 Plan for Disposition of Program Income
  - 6.6.1 If Contractor's Program Income Statement Report identifies Program Income, Contractor shall prepare and submit a Plan for Disposition of Program Income ("Plan"). The Plan shall be completed and submitted in the form and manner as designated by County within thirty (30) days after the Program Income Statement Report, as specified in 6.5, is due.
    - 6.6.1.1 The Plan shall be reviewed by County for final approval. The Plan shall be amended by Contractor as soon as possible if the Program Income Statement Report is amended.

Program Income shall be spent on line items identified by Contractor in the Plan (upon County's approval of the Plan).
  - 6.6.2 Final Report on Disposition of Program Income
    - 6.6.2.1 Within thirty (30) days after the scheduled completion date of an approved Plan for Disposition of Program Income, Contractor must submit a Final Report on Disposition of Program Income ("Final Report") to County in the form and manner designated by County.

6.6.2.2 If the Final Report is not submitted on the scheduled date, County, in its sole discretion, shall extend the completion date, renegotiate the Plan for Disposition of Program Income, recapture the balance of the unexpended Program Income, or pursue any other remedies available to County under this Contract.

6.6.3 Cash Reserve

6.6.3.1 Contractor must maintain a Cash Reserve equal to the amount it would cost to operate the Program for one (1) month. Grant funds may not be included in the Cash Reserve.

6.6.4 Method of Compensation Adjustment

6.6.4.1 County, at its sole discretion, has the option of altering the method of payment from full reimbursement for Units of Service completed to an amount equal to one-twelfth (1/12) of the Maximum Annual Contract Sum amount per month, if Contractor is providing Services to more Family Caregiver and/or Grandparent/Relative Caregiver Clients than anticipated at the time Services are first provided under the provisions of this Contract and it appears Contract Funds will be completely depleted prior to the full term of this Contract.

6.6.4.2 County will provide Contractor with at least two (2) weeks advance written notice of its decision to alter the method of payment.

6.6.4.3 In no event shall County's decision to alter or not alter the method of payment affect the Term, Maximum Annual Contract Sum, Work, or any other provision under the Contract unless pursuant to a validly executed Amendment to the Contract noting any such change(s).

## **7.0 PROGRAM PERFORMANCE/REALLOCATION OF CONTRACT FUNDS**

7.1 Contractor is required to provide 100% of Services, and expend 100% of the Maximum Annual Contract Sum, contracted for and as stated in this Exhibit, Exhibit B (Budget), Exhibit C (Mandated Program Services), and Exhibit S (Performance Requirements Summary (PRS) Chart).

7.2 A new or updated Exhibit B (Budget) and Exhibit C (Mandated Program Services) shall be completed by Contractor and provided to County prior to the beginning of each Fiscal Year.

- 7.3 Contractor's Program performance and Contract Funds of said Program will be evaluated during each Fiscal Year. Services and Contract Funds (see Exhibit J – Definitions) may be reallocated if Contractor fails to either provide 95% of Services and/or expend 95% of the Maximum Annual Contract Sum allocated under this Contract, as provided in Exhibit B (Budget) and/or Exhibit C (Mandated Program Services).
- 7.4 Contractor's Services and Contract Funds may be reduced and reallocated to other AAA Contractors that are performing and/or expending at a higher level/rate and qualify for increases in its Services and Maximum Annual Contract Sum. Additionally, County, at its discretion, may reduce Contractor's Services and Maximum Annual Contract Sum paid thereon in the following Fiscal Year to more accurately reflect Contractor's level of performance/expenditure.
- 7.5 Contractor acknowledges that this Contract includes Performance Requirements Summary (PRS) standards that will measure Contractor's performance related to the Program. The PRS Chart (Exhibit S - PRS Chart) identifies the standards required and the corresponding Acceptable Quality Level that Contractor is responsible for meeting.

## **8.0 REPORTS, DOCUMENTATION, AND DIRECT DATA ENTRY**

- 8.1 The California State Department of Aging requires Contractor to establish record procedures that ensure the accuracy and authenticity of the number of eligible Family Caregiver and/or Grandparent/Relative Caregiver Client Services provided each day. The Contractor shall ensure the actual date of Service(s) is/are rendered, tracked, documented, and reported.
- 8.2 Harmony For Aging (HFA) Data Entry: (see Sub-paragraph 11.1) Contractor shall complete direct data entry into the HFA billing system within ten (10) days of Service delivery. Back-dating of data is not permitted.
  - 8.2.1 Family Caregiver and/or Grandparent/Relative Caregiver Client Assessments and Reassessments shall be entered into HFA within fourteen (14) days of their completion according to CDA guidelines.
  - 8.2.2 Contractor shall utilize the Daily Detail Screen when recording service delivery in HFA.
  - 8.2.3 Contractor shall link a caregiver to a Care Receiver for each and every Service delivered for Support Services, Respite Care Services, and Supplemental Services. Any FCSP service delivery recorded in HFA that is not linked will be disallowed by County and shall be deleted from the system by Contractor.

- 8.2.4 Contractor shall input the number of activities and estimated audience size in HFA for Public Information on Caregiving activities.
- 8.2.5 Contractor shall input the estimated audience size in HFA for Community Education activities.
- 8.2.6 Contractor shall ensure that demographic information such as, but not limited to, address, age, gender, and language is completed fully for both caregiver and Care Receiver profiles.
- 8.2.7 Contractor shall ensure that all service deliveries for Support Services, Respite Care Services, and Supplemental Services are recorded in HFA by individual consumer, not by consumer group(s).
- 8.3 Contractor shall track all Contract Funds and shall provide a comprehensive report of Contract Funds during audits. Such records shall be maintained in accordance with record retention policies outlined in Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement).
- 8.4 Contractor shall maintain all records and reports, consistent with Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement), and shall make them available for audit, assessment, or inspection by authorized representatives of CSS, or their designee.
- 8.5 All information, records, data elements, and print-outs collected and maintained for the operation of the Program and pertaining to Family Caregiver and/or Grandparent/Relative Caregiver Clients (including paper and electronic data) must be protected from unauthorized disclosures in accordance with Contract Paragraph 7.5 (Confidentiality); California Welfare and Institutions Code Section 10850; 45 CFR Section 205.50; California Information Practices Act of 1977; and all other applicable laws and regulations and amendments thereto.

## **9.0 CUSTOMER SATISFACTION SURVEYS**

- 9.1 Contractor shall conduct an annual FCSP Performance Requirement Summary Survey (FCSP Survey) (see Exhibit J – Definitions) with Family Caregiver and/or Grandparent/Relative Caregiver Clients to evaluate Program performance. Contractor must forward the original to County designee and shall also keep a copy of the completed surveys on file and accessible to County for review. The results of the surveys will be used by Contractor to make quality improvements in Services provided to all Family Caregiver and/or Grandparent/Relative Caregiver Clients. Contractor may be asked by County to comply with and develop other outcome measures.
- 9.2 If Contractor already has an existing caregiver survey, the FCSP Survey is to accompany Contractor's survey.



It shall be added at the end of their surveys when distributed to the Family Caregiver and/or Grandparent/Relative Caregiver Client. The FCSP Survey is mandatory; however, individual Contractor surveys are optional.

- 9.3 The FCSP Survey shall be disseminated to all FCSP Family Caregiver and/or Grandparent/Relative Caregiver Clients each Fiscal Year, and tallied by Contractor during the closeout period

## **10.0 QUALITY CONTROL PLAN**

- 10.1 Contractor shall establish and utilize a comprehensive Quality Control Plan (QCP) to assure County a consistently high level of Service throughout the term of this Contract. The QCP shall be retained on file at Contractor's main administrative office, and shall be provided to County immediately upon request. The QCP shall include, but not be limited to, the following:

10.1.1 The method of monitoring Contractor is using to ensure that this Contract's requirements are being met.

10.1.2 A record of all inspections conducted by Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.

## **11.0 INFORMATION TECHNOLOGY SYSTEMS**

- 11.1 Harmony for Aging (HFA): HFA is a computerized data based system that all Contractors are required to use to record service delivery and required Family Caregiver and/or Grandparent/Relative Caregiver Client level information for caregivers and Care Receivers. Contractor is also required to have an internet compatible microcomputer system, internet gateway, and to ensure equipment is in working condition. Contractor shall be responsible for its own data and service delivery input into HFA.

11.1.1 HFA Personnel: Contractor shall assign an employee to have the primary responsibility for Family Caregiver and/or Grandparent/Relative Caregiver Client data entry into HFA. This person shall be the primary contact person for Client data issues and problems. The individual shall also be assigned a password to log-in and enter Client information. A back-up employee must be designated to act on behalf of the primary HFA contact person in the event of his or her absence.

11.1.1.1 Contractor shall inform the County of the name of the Contractor's HFA employee and back-up employee at the start of this Contract and within two (2) weeks of any reassignment or substitution.

Only those Contractor employees who have been designated by Contractor and assigned a password by County shall be allowed to access HFA.

11.1.1.2 Contractor shall ensure that the employee and backup employee assigned for HFA training are properly trained to operate HFA and attend all HFA training provided by the AAA, and that HFA operations are in compliance with all applicable regulations.

11.2 Contract Management System (CMS): County has developed the Contract Management System Gateway ("System"), an automated system that allows County to electronically administer and manage the work specified in this Contract. County has implemented the System and Contractor shall use the System to perform its administrative contracting functions as directed by the County.

11.2.1 County has established policies concerning the access, use and maintenance of the System. Contractor shall adhere to these policies, which include Contract - Exhibit R (Contract Management System – Contractors Gateway Terms and Conditions of Use) instruction guides/tutorials provided by County, training sessions conducted by County, etc. Contractor's noncompliance with these policies may subject Contractor to denial of access to the System, suspension of payment(s), termination of the Contract, and/or other actions which County may take at its sole discretion under the terms of this Contract or applicable law or regulation.

## **12.0 UNUSUAL OCCURRENCES OR CRIME**

12.1 Unusual Occurrences such as natural disaster (including earthquakes, floods, landslides, wildfires, extreme heat/cold), man-made emergencies (such as epidemic outbreaks, bio-terrorism, food-borne illness, fire, major accidents, death from unnatural causes or other catastrophes), and unusual occurrences which threaten the welfare, safety or health of Family Caregiver and/or Grandparent/Relative Caregiver Clients, Contractor personnel or visitors to Contractor's facility(ies) shall be reported by the Contractor within twenty-four (24) hours to the local health officer by telephone and in writing, and to County by telephone and also in writing or email.

12.2 Crime related occurrences, such as theft or vandalism, must be reported by Contractor within twenty-four (24) hours to the local police or sheriff by filing a police report, and to County by telephone, and in writing or email. The Contractor shall also prepare and retain an incident report on file, and shall include a copy of the filed police report.

Contractor shall maintain all incident reports in a manner consistent with Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement). The Contractor shall furnish such other pertinent information related to such occurrence as the local authorities and/or County may require.

### **13.0 EMERGENCY AND DISASTER PREPAREDNESS**

13.1 Notwithstanding Contractor's and County's contractual objective to provide Services to eligible persons, Contractor shall make Services available to any person impacted by a nationally- or state-declared emergency event, contingent upon the availability and commitment of Federal Emergency Management Agency (FEMA) or State Office of Emergency Services (OES) funds with which to reimburse Contractor for funds expended.

13.1.1 Contractor must have a written emergency plan on file describing how Services will be maintained in the event of a disaster or emergency.

13.1.2 Contractor must maintain a registry of Family Caregiver and/or Grandparent/Relative Caregiver Clients with contact information for emergency purposes.

13.2 Contractor shall develop and have on file a written Business Continuity Plan (BCP) that describes how Contractor will reduce the adverse impact of any emergency event, as referenced in 13.1, to Family Caregiver and/or Grandparent/Relative Caregiver Clients as determined by both the scope of the event (e.g., who and what it affects, and to what extent), and also its duration (e.g., hours, days, months). Contractor shall make the BCP available to its employees, volunteers, and Subcontractors, for reference before, during, and after such emergency event disruptions.

### **14.0 LICENSES AND CERTIFICATIONS**

14.1 Contractor shall obtain and maintain, during the term of this Contract, for Contractor and all staff, all appropriate licenses, permits and certificates required by all applicable County, State of California and/or federal laws, regulations, guidelines, and directives for the operation of its facility(ies) and for the provision of Services hereunder such as Business Licenses, Fire Department Inspection Reports, Certificates of Insurance as indicated in Contract Paragraph 8.24 (General Provisions of All Insurance Coverage) and Paragraph 8.25 (Insurance Coverage), and Health Department Inspection Reports.

14.2 Prior to the execution of this Contract, and in cases of new staff or staff with updated licenses, permits or certifications, Contractor shall provide copies of all new or updated licenses, permits and certificates within ten (10) business days of the license, permit or certification award or update.

Copies shall be sent to County's Contract Manager listed in Exhibit E (County's Administration) of the Contract.

## **15.0 TRAINING**

- 15.1 Contractor is responsible for ensuring its staff, including both employees and volunteers, both existing and new, are properly trained in all areas related to providing Services for the FCSP. Staff must be qualified, sufficient in number to deliver the Service(s) adequately, and capable of establishing effective communication with the participants as well as other AAA network contractors.
- 15.2 Contractor shall develop and implement an internal staff training policy, including orientation to all new staff (which shall include employees and volunteers).
- 15.3 Contractor's Project Director shall ensure that all appropriate Contractor employees and volunteers attend all training sessions as required by County, held at a County facility or another site, as determined by County for Contractor's benefit. Further, Contractor shall ensure that, at a minimum, a Contractor's designated, paid employee represents Contractor at each training session. Contractor may also attend training opportunities outside of Los Angeles County at Contractor's own expense that Contractor reasonably deems to be beneficial for the delivery of Family Caregiver and/or Grandparent/Relative Caregiver Client Services. Failure to attend mandated trainings shall be considered non-compliance with this Contract, and may result in further action pursuant to Paragraph 9.12 (Probation and Suspension), and any other applicable Contract provisions.
- 15.4 Security Awareness Training: Contractor shall ensure that Contractor employees and volunteers who handle personal, sensitive or confidential information relating to the Program complete the Security Awareness Training module located at [www.aging.ca.gov](http://www.aging.ca.gov) within thirty (30) days of the start date of this Contract or within thirty (30) days of the start date of any new employees or volunteers performance under this Contract.

Contractor shall maintain certificates of completion on file and provide them upon request by County or State representatives.

- 15.5 Contractor shall attend all mandated trainings called by County, or authorized designee. Contractor shall be given advance notice of all scheduled trainings with County.  
Failure to attend mandated trainings shall be considered non-compliant with this Contract, and may result in further action pursuant to Paragraph 9.12 (Probation and Suspension), and any other applicable Contract provisions.

- 15.6 Contractor staff is also required to regularly attend trainings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by AAA and held at a County facility or another site, as determined by the County. Contractor may also choose to attend educational training opportunities outside of Los Angeles County at Contractor's own expense that Contractor reasonably deems to be beneficial for the delivery of Family Caregiver and/or Grandparent/Relative Caregiver Client Services, as well as other trainings designated by the AAA.

## **16.0 MEETINGS**

- 16.1 Contractor shall attend all mandated meetings called by County, or authorized designee. Contractor shall be given 3-5 days advance notice of all scheduled meetings with County. Contractor may also be required to attend emergency meetings when necessary. Failure to attend mandated meetings shall be considered non-compliance with this Contract, and may result in further action pursuant to Paragraph 9.12 (Probation and Suspension), and any other applicable Contract provisions.
- 16.2 Contractor staff is also required to regularly attend meetings that offer ways to expand knowledge of and increase efficiency in the Services provided. These meetings may be called by AAA and held at a County facility or another site, as determined by the County. Contractor may also choose to attend educational or training opportunities outside of Los Angeles County at Contractor's own expense that Contractor reasonably deems to be beneficial for the delivery of Family Caregiver and/or Grandparent/Relative Caregiver Client Services, as well as other meetings designated by the AAA.

## **17.0 COLLABORATIONS**

- 17.1 Contractor must form collaborations with County and City of Los Angeles Contractors providing Services funded through the OAA, including other program contractors, and other community organizations in order to ensure comprehensive and coordinated service delivery and to prevent unnecessary duplication of Services. Contractor is encouraged to share vital assessment information with other agencies providing Services to the Family Caregiver and/or Grandparent/Relative Caregiver Client in the home. However, in sharing information with other agencies, Contractor must respect Client confidentiality rights, adhere to applicable confidentiality regulations, and follow appropriate protocols.
- 17.2 Contractor shall establish procedures to protect all Family Caregiver and/or Grandparent/Relative Caregiver Client information consistent with the terms of this Contract; any amendments thereto; and all applicable laws and shall not disclose Client information without written consent from County and the Client.

## **18.0 LOCATION OF SERVICE AND HOURS OF OPERATION**

- 18.1 Contractor shall maintain an office in Los Angeles County.
- 18.2 Contractor's office shall be open a minimum eight (8) hours per day between the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday, excluding County observed holidays.
- 18.3 Contractor shall publicly display at all Contractor office locations/sites the days and hours of operation for the provision of contracted Services. Contractor shall ensure that availability for FCSP Services is appropriate for the demographics associated with the service area (site location).
- 18.4 Contractor shall inform County in writing and receive a written County approval at least sixty (60) days prior to relocation of Contractor's office or site location(s).
  - 18.4.1 Contractor shall include the identity of each designated community focal point as specified in OAA, 42 USC 3026(a)(3)(A). Contractor shall utilize Exhibit F (Contractor's Administration) to identify or update site locations, as needed.
- 18.5 Contractor shall ensure that all site locations/buildings and surrounding areas are maintained in a manner consistent with applicable local, State, and federal occupational safety and sanitation laws and regulations. The premises shall be free of any accumulation of garbage, rubbish, stagnant water, or filthy or offensive matter of any kind to ensure that the premises are maintained in a clean and wholesome condition. The physical locations shall be acceptable and accessible to the public. Contractor shall comply with the Americans with Disabilities Act of 1990, as amended.
- 18.6 Prior to modifying or terminating Services, or revising hours of service delivery at a previously designated location(s), and before commencing such Services at any other location, Contractor shall obtain written consent of the County, and shall comply with Contract Paragraph 9.8 (Modifications), as applicable.

## 18.7 Safety and Working Conditions

- 18.7.1 Contractor shall observe all applicable local, State and federal health and safety standards. Contractor shall ensure that all Family Caregiver and/or Grandparent/Relative Caregiver Clients and Contractor employees and volunteers in a position not covered under the Occupational Health and Safety Act of 1970, as amended (29 USC Section 651 et seq.), and/or the California Occupational Safety and Health Act, as amended (Cal. Labor Code Section 6300 et seq.), are not required or permitted to work, be trained or receive Services under conditions which are unsanitary, hazardous or otherwise detrimental to a person's health or safety.

## 19.0 MULTIPURPOSE SENIOR CENTERS

- 19.1 If Contractor operates a Multipurpose Senior Center as defined under Title 42 USC Section 3002, Contractor must adhere to all applicable Los Angeles County, State of California, and Federal guidelines and regulations, including, but not limited to, 22 CCR Sections 7550 – 7562.
- 19.2 If Contractor operates a Multipurpose Senior Center, as noted in 19.1 above, Contractor shall also comply with the provisions contained in the following acts:
  - 19.2.1 Copeland "Anti-Kickback" Act (18 USC 874) (29 CFR Part 3)
  - 19.2.2 Davis-Bacon Act (40 USC 3141-3142) (29 CFR Part 5)
  - 19.2.3 Contract Work Hours and Safety Standard Act (40 USC 327-332) (29 CFR Part 5)
  - 19.2.4 Executive Order 11246 of September 14, 1965, entitled "Equal Employment Opportunity", as amended by Executive Order 11375 of October 13, 1967, as supplemented in Department of Labor Regulations (41 CFR Part 60)
- 19.3 Contractor acknowledges that when an existing facility has been altered with Contract Funds available through this Contract and is used as a Multipurpose Senior Center, the period of time in which such facility must be used as a Multipurpose Senior Center is as follows:
  - 19.3.1 Not less than three (3) years from the date this Contract terminates or expires where the amount of the Contract or award of Contract Funds including the non-federal share does not exceed thirty thousand dollars (\$30,000).

- 19.3.2 If the amount of award exceeds thirty thousand (\$30,000), the fixed period of time shall not be less than three (3) years from the date the Contract, terminates or expires, and increased one (1) year for each additional ten thousand dollars (\$10,000), or part thereof, to a maximum adjustment factor of seventy five thousand dollars (\$75,000).
- 19.3.3 For amounts, or award of Contract Funds, exceeding seventy five thousand (\$75,000), the fixed period of time shall not be less than ten (10) years from the date this Contract expires or terminates.

## **20.0 GREEN INITIATIVES**

- 20.1 Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.
- 20.2 Contractor shall notify County’s Contract Manager of Contractor’s green initiatives prior to commencement of this Contract.

## **21.0 CONTRACT DOCUMENT DELIVERABLES**

- 21.1 Contractor shall complete and submit to County certain deliverable, which are specified herein, as part of this Contract’s deliverables. Upon commencement of this Contract and annually thereafter (or as otherwise established by County), Contractor shall submit the following Contract Document Deliverables in the form and manner that is prescribed by County:
  - 21.1.1 Contract Compliance Documents (as described in Sub-paragraph 21.3).
  - 21.1.2 Business Forms (as described in Sub-paragraph 21.4)
  - 21.1.3 Reporting Documents (as described in Sub-paragraph 21.5)
- 21.2 Contractor’s failure to timely submit documents required or requested by County may result in suspension of payments or other remedies as determined by County.
- 21.3 Contract Compliance Documents
  - 21.3.1 Contractor shall provide to County’s Contract Manager, by the deadline imposed by County, current copies of the following Contract Compliance Documents:



- 21.3.1.1 Business License: When the local governing authority requires Contractor's organization to obtain a license to operate and conduct business within its local governing authority's jurisdiction, Contractor shall obtain such license to perform the Services outlined in this Contract. The local governing authority may be either the local city government for entities doing business within its city's limits or the County of Los Angeles for entities located outside of city limits (i.e., unincorporated areas or designated cities). Contractor shall ensure that the license is current throughout the entire term of this Contract. Contractor shall provide a current copy of its license to County annually (or upon expiration, as noted on the license).
- 21.3.1.2 Certificate of Insurance: The certificate shall evidence Contractor's compliance with the insurance requirements outlined in Contract Paragraphs 8.24 (General Provisions for all Insurance Coverage) and 8.25 (Insurance Coverage) of this Contract.
- 21.3.1.3 Fire Department Inspection Report: For each Service site that a Family Caregiver and/or Grandparent/Relative Caregiver Client (as defined in Exhibit J – Definitions of the Contract) will visit, Contractor shall obtain an annual fire inspection of its facility(ies). The inspection shall be conducted by the Los Angeles County Fire Department or by Contractor's local fire department, and Contractor shall obtain a written report of the inspection which shall be provided to County annually. In the event that violations are noted on the inspection report, Contractor shall ensure that it complies with all corrective measures as directed by the fire department. Contractor shall provide to County written evidence of its compliance within five (5) days of receiving the evidence from the fire department.
- 21.3.1.4 Health Department Inspection Report: For each Service site where Contractor provides Services that require an inspection by County of Los Angeles Department of Public Health, Contractor shall annually provide a current copy of such inspection report (which is also known as Retail Food Official Inspection Report). In the event that violations are noted on the inspection report, Contractor shall ensure that it complies with all corrective measures as directed by the Department of Public Health.

Contractor shall provide to County written evidence of its compliance within five (5) days of receiving the evidence from the Department of Public Health.

- 21.3.1.5 Public Health Permit: For every Service site where Contractor provides Services (as defined in Exhibit J - Definitions of the Contract) that require a permit issued by County of Los Angeles Department of Public Health, Contractor shall provide a current copy of such permit annually (or upon expiration, as noted on the permit).

## 21.4 Business Forms

- 21.4.1 Contractor shall provide to County's Contract Manager, by the deadline imposed by County, the following Business Forms:

- 21.4.1.1 Articles of Incorporation: This document, which evidences the legal formation of Contractor's organization, shall reflect Contractor's current legal name; and, County shall use this document as verification of Contractor's name. In the event there are any amendments or addendums to the articles of incorporation, Contractor shall provide copies of such amendments/addendums to County within five (5) days of said amendments/addendums being finalized.

- 21.4.1.1.1 When Contractor's organization is a local government or a consortium of local governments, Contractor shall provide either a city charter or a joint powers agreement, respectively, in lieu of the articles of incorporation.

- 21.4.2 Board of Director's Resolution: A resolution which provides written evidence to support the delegated authority that Contractor's organization has vested in its Authorized Representative (as defined in Exhibit J – Definitions of the Contract), who will act on behalf of the Contractor pursuant to Paragraph 8.3 (Authorization Warranty) of this Contract. Such written evidence shall adhere to the following requirements:

- 21.4.2.1 If Contractor is a public entity (defined as the government of the United States; the government of a State or political subdivision of a State; or an agency of the United States, a State, or a political subdivision of a State; or any interstate governmental agency), Contractor shall submit a copy of its resolution, order or motion which has been approved by its Governing Body (e.g. Board of Supervisors, City Council, etc.) to County. If Contractor is a private nonprofit entity, Contractor shall submit a copy of written authorization from its Governing Body (e.g., Board of Directors) to County.
- 21.4.2.2 Contractor's resolution, order, motion or other authorization shall contain the following elements: reference to this Contract number; authorize execution of this Contract; identify Contractor's Authorized Representative who will execute the original Contract, and any subsequent amendments to this Contract; identify Contractor's Authorized Representative and any subsequent amendments to this Contract; and, approve and accept Contract Funds (as defined in Exhibit J – Definitions of the Contract). In the event that there is a change in Contractor's Authorized Representative, Contractor shall provide County a revised resolution, order, motion or other authorization which reflects the new Authorized Representative within five (5) days of being approved by the Governing Body.
- 21.4.3 Board of Directors Roster: The roster shall include the individuals who comprise Contractor's Board of Directors. In the event that the roster is updated, Contractor shall provide updated roster to County within five (5) days of it being approved or finalized.
- 21.4.4 By-Laws: This document shall reflect the internal rules which govern Contractor's organization. These rules are generally concerned with the operation of the organization, and setting out the form, manner or procedure in which the organization should operate. In the event that the bylaws are amended, Contractor shall provide such amendments to County within five (5) days of them being approved.
- 21.4.5 Complaint Policies and Procedures: Contractor's policies and procedures for receiving, investigating and responding to Family Caregiver and/or Grandparent Relative Caregiver Client complaints shall be prepared and submitted to County pursuant to the requirements outlined in Paragraph 8.5 (Complaints) of this Contract.

- 21.4.6 Direct Deposit Authorization Form: Document completed by Contractor for purposes of authorizing payment for Services to be received through direct deposit into Contractor's bank account. County shall provide the form to Contractor upon commencement of Contract.
- 21.4.7 Organization Chart: The chart shall provide an outline of the hierarchy, relationships and relative ranks of Contractor's organizational parts and positions/jobs as it relates to the operations of this Contract. In the event that Contractor revises its organization chart, a copy shall be provided to County within five (5) days of any change in its organization chart.
- 21.4.8 Subcontract: An executed third-party agreement (as defined in Paragraph 8.40 (Subcontracting) and Exhibit J – Definitions)) of this Contract, and any amendments or addendums thereto, shall be provided to County within five (5) days of the execution of that agreement, amendment and addendum.
- 21.4.9 Tax Exempt Status Letter: Written documentation that is obtained from the Internal Revenue Service, must evidence Contractor's tax exempt status. When Contractor is a non-profit entity, such evidence must reflect Contractor's tax-exempt status. In the event Contractor's tax exempt status changes, Contractor shall provide County a copy of its new status within five (5) days of any change in its tax exempt status.
- 21.4.10 Terms and Conditions of Use-User Agreement: Each employee who will access the Contract Management System – Contractor's Gateway shall complete and submit this agreement. Additional information is available in Exhibit R (Contract Management System – Contractor's Gateway Terms and Conditions of Use).

## 21.5 Reporting Documents

- 21.5.1 Contractor shall provide to County's Contract Manager, by the deadline imposed by County, the following Reporting Documents:
  - 21.51.1 Cost Allocation Plan: This plan shall adhere to the requirements outlined in Sub-paragraph 6.3 (Cost Allocation Plan for Reimbursement Activities) above.

- 21.5.1.2 Closeout Report: (see Exhibit J – Definitions). This report shall adhere to the requirements outlined in Sub-paragraph 6.4 (Close-Out Reports) above.
- 21.5.13 Program Income Statement Report: This report shall adhere to the requirements outlined in Sub-paragraph 6.5 (Program Income Statement Report) above.
- 21.5.1.4 Other Reporting Documents: From time-to-time, County or its designee(s) may request other documents relating to Contractor's performance, work, and/or Services. County shall not be unreasonable in its request and Contractor shall adhere to County's request for such documents.

## 22.0 OTHER PROVISIONS

### 22.1 PROGRAM SUPERVISION, MONITORING AND REVIEW

Services hereunder shall be provided by Contractor under the general supervision of County. County shall have the right to supervise, monitor and specify the kind, quality, appropriateness, timeliness and amount of the Services and the criteria for determining the persons to be served. Contractor agrees to extend to County, to authorized State representatives, and to authorized federal representatives, the right to review and monitor Contractor's facilities, programs, records, or procedures at the discretion of County, State and Federal representatives.

### 22.2 SOLICITATION OF VOLUNTARY CONTRIBUTIONS

22.2.1 Contractor shall ensure that Family Caregiver and/or Grandparent/Relative Caregiver Clients are not required to contribute to the Program when they are requesting or receiving Services. Solicitation of voluntary contributions may not be coercive. Family Caregiver and/or Grandparent/Relative Caregiver Clients shall not be denied Services based on their inability or unwillingness to contribute.

22.2.1.1 Contractor shall develop a method to enable Family Caregiver and/or Grandparent/Relative Caregiver Clients to voluntarily contribute to the cost of the Program. The following practices pertaining to voluntary contributions/donations and/or share of costs **are not allowed**:

22.2.1.1.1 Requests from Family Caregiver and/or Grandparent/Relative Caregiver Clients to assist in the share of costs to the Program.

- 22.2.1.1.2 Tracking donations by accounts receivable.
- 22.2.1.1.3 Tracking donations by individual participants.
- 22.2.1.1.4 Pamphlets and websites must not state that payment is required for Services or state a monetary amount for Services.
- 22.2.1.1.5 Employing tactics, in any way, that could be viewed as embarrassing to Clients and/or obligatory requests for donations.
- 22.2.1.1.6 Employing tactics such as allowing volunteers to guard the collection boxes or having Clients sign in and pay before receiving Services.
- 22.2.1.1.7 At the time of the intake interview, compelling a Client to pledge a particular amount as an agreed upon donation.
- 22.2.1.1.8 Using coercion to solicit voluntary contributions.
- 22.2.1.1.9 A donation request should not resemble a billing statement or invoice.
- 22.2.1.1.10 Imposing a suggested contribution rate based on Client's income.
- 22.2.1.2 Contractor shall clearly inform each Family Caregiver and/or Grandparent/Relative Caregiver Client that there is no obligation to contribute, and that any contributions they make are strictly voluntary.
- 22.2.1.3 Contractor must have a mechanism in place to ensure that the privacy and confidentiality of each Family Caregiver and/or Grandparent/Relative Caregiver Client is protected whether or not they choose to make a contribution.
- 22.2.1.4 Contractor must establish a procedure for soliciting donations that provides the Family Caregiver and/or Grandparent/Relative Caregiver Client with a confidential method for making donations.

- 22.2.1.5 Volunteers and/or staff at the sign-in table must be trained on the donation policy, emphasizing the confidential nature of any contributions.
- 22.2.1.6 Family Caregiver and/or Grandparent/Relative Caregiver Client contributions received may be used for FCSP Services. However, any contributions will not reduce the Contract amount and shall only be used to supplement, not supplant, Program funds.
- 22.2.1.7 Contractor shall establish written procedures to protect contributions and fees from loss, mishandling, and theft. Such procedures shall be kept on file at the Contractor's site.
- 22.2.1.8 Contractor shall separate collected contributions from Contract funding. All contributions and fees shall be identified as Program Income and used to increase the number of Family Caregiver and/or Grandparent/Relative Caregiver Clients served, facilitate access, and/or provide supportive services.
- 22.2.1.9 Contributions on hand at the end of each fiscal year may be retained, and shall be recorded separately from grant-related income.
- 22.2.1.10 All records of contributions, written procedures governing solicitation of funds, solicitation materials, or other contribution-related records shall be held pursuant to record retention policies outlined in Contract Paragraph 8.38 (Record Retention and Inspection/Audit Settlement).

## Exhibit B Budget

**Legal Name of Agency:** [Enter Full Legal Name of your Agency, No Abbreviations]

[Enter Agency's Address Here]	[Type City]	CA	[Enter Zip]	[Enter #'s Only]
<i>Main Administrative Office Address</i>	<i>City</i>	<i>State</i>	<i>Zip Code</i>	<i>Fax Number</i>

[Enter Agency's Address Here]	[Type City]	CA	[Enter Zip]	[Enter #'s Only]
<i>Mailing Address (If different from above)</i>	<i>City</i>	<i>State</i>	<i>Zip Code</i>	<i>Fax Number</i>

[Mr/Ms]	[Enter Name of Authorized Signatory]	[Enter Job Title, Abbr if Nec]	[Enter #'s Only]	[E-Mail Address]
<i>Prefix</i>	<i>Official Authorized to Sign for Agency</i>	<i>Job Title</i>	<i>Phone Number</i>	<i>Ext.</i>

[Mr/Ms]	[Enter Program Manager]	[Enter Job Title, Abbr if Nec]	[Enter #'s Only]	[E-Mail Address]
<i>Prefix</i>	<i>Primary/Secondary Contact for Program</i>	<i>Job Title</i>	<i>Phone Number</i>	<i>Ext.</i>



**Exhibit B  
Budget**

**Legal Name of Agency:** \_\_\_\_\_

**I. FAMILY CAREGIVER SUPPORT SERVICES**

	COST CATEGORIES		SUP DISTRICT 1	SUP DISTRICT 2	SUP DISTRICT 3	SUP DISTRICT 4	SUP DISTRICT 5	TOTAL BUDGET
1	Personnel	Cash						\$ -
		In-Kind						\$ -
2	Subcontractors	Cash						\$ -
		In-Kind						\$ -
3	Supplemental Services (Limited to 20% of Line 10)	Cash						\$ -
		In-Kind						\$ -
4	Space	Cash						\$ -
		In-Kind						\$ -
5	Equipment	Cash						\$ -
		In-Kind						\$ -
6	Other Costs	Cash						\$ -
		In-Kind						\$ -
7	<b>Total Direct Costs</b>	<b>Cash</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		<b>In-Kind</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8	Total Indirect Costs (Limited to 8% of Line 10)	Cash						\$ -
		In-Kind						\$ -
9	<b>Total Program Costs</b>	<b>Cash</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		<b>In-Kind</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10	Grant Costs	Cash						\$ -
11	Match	Cash						\$ -
		In-Kind						\$ -
12	Non-Match	Cash						\$ -
		In-Kind						\$ -
13	Grant Related Income	Cash						\$ -
14	<b>Agency met min. match req.</b>							
15	<b>Total Funding</b>	<b>Cash</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		<b>In-Kind</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
16	<b>TOTAL PROGRAM COSTS</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	<b>Variance (Line 9-15)</b>	Cash	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		In-Kind	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**Exhibit B  
Budget**

**Legal Name of Agency:** \_\_\_\_\_

**FAMILY CAREGIVER SUPPORT SERVICES**

**II. MATCH BY SERVICES**

		(A) MATCH		(B) NON-MATCH		(C) GRANT RELATED INCOME	(D) TOTAL
		CASH	IN-KIND	CASH	IN-KIND		
<b>INFORMATION SERVICES</b>							
1	Public Information						\$ -
2	Community Education						\$ -
3	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUPPORT SERVICES</b>							
4	Assessment						\$ -
5	Counseling						\$ -
6	Support Group						\$ -
7	Training						\$ -
8	Case Management						\$ -
9	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>RESPIRE CARE</b>							
10	In-Home Supervision						\$ -
11	Homemaker Assistance						\$ -
12	In-Home Personal Care						\$ -
13	Home Chore						\$ -
14	Out-of-Home Day						\$ -
15	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUPPLEMENTAL SERVICES</b>							
16	Assistive Devices						\$ -
17	Home Adaptations						\$ -
18	Registry						\$ -
19	Emergency Cash/Material Aid						\$ -
20	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	<b>GRAND TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	<b>MATCH FRM BUDGET SUMMARY</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23	<b>VARIANCE</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

## Exhibit B Budget

**Legal Name of Agency:**

## FAMILY CAREGIVER SUPPORT SERVICES

### III. PERSONNEL

[illegible]

**Exhibit B  
Budget**

**Legal Name of Agency:** \_\_\_\_\_

**FAMILY CAREGIVER  
SUPPORT SERVICES**

	(A) NO. OF VOLUNT	(B) % OF TIME ON PROGRAM	(C) SALARY EQUIV.	(D) NO. OF MONTHS	(E) ANNUAL SALARY EQUIV (A*B*C*D)	(F) GRANT COSTS	(G) MATCH		(H) NON-MATCH		(I) GRANT RELATED INCOME	(J) BUDGET (G+H)	(K) VARIANCE (K) = (E) - (J)
							CASH	IN-KIND	CASH	IN-KIND			
<b>IV. VOLUNTEERS</b>													
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
<b>TOTAL VOLUNTEERS</b>					\$ -			\$ -		\$ -		\$ -	\$ -

	(A) UNIT COST	(B) NUMBER OF UNITS	(C) NO. OF MONTHS	(D) TOTAL COST (A*B*C)	(E) GRANT COSTS	(F) MATCH		(G) NON-MATCH		(H) GRANT RELATED INCOME	(I) BUDGET (E+F+G+H)	(J) VARIANCE (J) = (D) - (I)
						CASH	IN-KIND	CASH	IN-KIND			
<b>V. SUBCONTRACTORS</b>												
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
<b>TOTAL CONSULTANTS</b>				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

	(A) UNIT COST	(B) NUMBER OF UNITS	(C) NO. OF MONTHS	(D) TOTAL COST (A*B*C)	(E) GRANT COSTS	(F) MATCH		(G) NON-MATCH		(H) GRANT RELATED INCOME	(I) BUDGET (E+F+G+H)	(J) VARIANCE (J) = (D) - (I)
						CASH	IN-KIND	CASH	IN-KIND			
<b>VI. SUPPLEMENTAL SRVCS</b>												
Assistive Devices											\$ -	
Home Adaptations											\$ -	
Registry											\$ -	
Emergency Cash/Material Aid											\$ -	
<b>TOTAL SUPPLEMENTAL SRVS</b>				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

## Exhibit B Budget

**Legal Name of Agency:**

## FAMILY CAREGIVER SUPPORT SERVICES

[illegible]

**Exhibit B  
Budget**

**Legal Name of Agency:** \_\_\_\_\_

**FAMILY CAREGIVER  
SUPPORT SERVICES**

**IX. OTHER COST DETAIL**

	(A) UNIT COST	(B) NUMBER OF UNITS	(C) NO. OF MONTHS	(D) TOTAL COST (A*B*C)	(E) GRANT COSTS	(F) MATCH		(G) NON-MATCH		(H) GRANT RELATED INCOME	(I) BUDGET (E+F+G+H)	(J) VARIANCE (J) = (D) - (I)
						CASH	IN-KIND	CASH	IN-KIND			
<b>DESCRIPTION</b>												
ACCOUNTING SERVICES												
ADVERTISING												
AUDIT SERVICES												
DUES, MEMBERSHIPS & SUBSCRIPTIONS												
EQUIPMENT RENTAL												
INSURANCE												
PAYROLL SERVICES												
POSTAGE												
PRINTING												
REPAIRS & MAINTENANCE - SPACE												
REPAIRS & MAINTENANCE - VEHICLES												
STAFF TRAINING												
SUPPLIES - OFFICE												
TAXES & LICENSES												
TELEPHONE												
TRAVEL - MILEAGE (COST/MILE)												
TRAVEL - OUT-OF-STATE												
UTILITIES												
VEHICLE OPERATION												
VOLUNTEER - EXPENSES												
VOLUNTEER - MILAGE (COST/MILE)												
VOLUNTEER - TRAINING												
				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>X. INDIRECT COSTS</b>												
INDIRECT COSTS												
					\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		

**Exhibit B  
Budget**

**Legal Name of Agency:** \_\_\_\_\_

**I. GRANDPARENT/RELATIVE CAREGIVER SUPPORT SERVICES**

	COST CATEGORIES		SUP DISTRICT 1	SUP DISTRICT 2	SUP DISTRICT 3	SUP DISTRICT 4	SUP DISTRICT 5	TOTAL BUDGET
1	Personnel	Cash						\$ -
		In-Kind						\$ -
2	Subcontractors	Cash						\$ -
		In-Kind						\$ -
3	Supplemental Services (Limited to 20% of Line 10)	Cash						\$ -
		In-Kind						\$ -
4	Space	Cash						\$ -
		In-Kind						\$ -
5	Equipment	Cash						\$ -
		In-Kind						\$ -
6	Other Costs	Cash						\$ -
		In-Kind						\$ -
7	<b>Total Direct Costs</b>	<b>Cash</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		<b>In-Kind</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
8	Total Indirect Costs (Limited to 8% of Line 10)	Cash						\$ -
		In-Kind						\$ -
9	<b>Total Program Costs</b>	<b>Cash</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		<b>In-Kind</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
10	Grant Costs	Cash						\$ -
11	Match	Cash						\$ -
		In-Kind						\$ -
12	Non-Match	Cash						\$ -
		In-Kind						\$ -
13	Grant Related Income	Cash						\$ -
14	<b>Agency met min. match req.</b>							
15	<b>Total Funding</b>	<b>Cash</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		<b>In-Kind</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
16	<b>TOTAL PROGRAM COSTS</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
17	<b>Variance (Line 9-15)</b>	Cash	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		In-Kind	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

**Exhibit B  
Budget**

**Legal Name of Agency:** \_\_\_\_\_

**GRANDPARENT/RELATIVE CAREGIVER SUPPORT SERVICES**

**II. MATCH BY SERVICES**

		(A) MATCH		(B) NON-MATCH		(C) GRANT RELATED INCOME	(D) TOTAL
		CASH	IN-KIND	CASH	IN-KIND		
<b>INFORMATION SERVICES</b>							
1	Public Information						\$ -
2	Community Education						\$ -
3	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUPPORT SERVICES</b>							
4	Assessment						\$ -
5	Counseling						\$ -
6	Support Group						\$ -
7	Training						\$ -
8	Case Management						\$ -
9	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>RESPIRE CARE</b>							
10	In-Home Supervision						\$ -
11	Homemaker Assistance						\$ -
12	In-Home Personal Care						\$ -
13	Home Chore						\$ -
14	Out-of-Home Day						\$ -
15	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUPPLEMENTAL SERVICES</b>							
16	Assistive Devices						\$ -
17	Home Adaptations						\$ -
18	Registry						\$ -
19	Emergency Cash/Material Aid						\$ -
20	<b>TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
21	<b>GRAND TOTAL</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
22	<b>MATCH FRM BUDGET SUMMARY</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
23	<b>VARIANCE</b>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -



## Exhibit B Budget

**Legal Name of Agency:**

GDPRNT/REL CRGVR  
SUPP SRVCS

### III. PERSONNEL

[illegible]

# **Exhibit B** **Budget**

**Legal Name of Agency:** \_\_\_\_\_

**GDPRNT/REL CRGVR**  
**SUPP SRVCS**

	(A) NO. OF VOLUNT	(B) % OF TIME ON PROGRAM	(C) SALARY EQUIV.	(D) NO. OF MONTHS	(E) ANNUAL SALARY EQUIV (A*B*C*D)	(F) GRANT COSTS	(G) MATCH		(H) NON-MATCH		(I) GRANT RELATED INCOME	(J) BUDGET (G+H)	(K) VARIANCE (K) = (E) - (J)
							CASH	IN-KIND	CASH	IN-KIND			
<b>IV. VOLUNTEERS</b>													
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
<b>TOTAL VOLUNTEERS</b>					\$ -			\$ -		\$ -		\$ -	\$ -

	(A) UNIT COST	(B) NUMBER OF UNITS	(C) NO. OF MONTHS	(D) TOTAL COST (A*B*C)	(E) GRANT COSTS	(F) MATCH		(G) NON-MATCH		(H) GRANT RELATED INCOME	(I) BUDGET (E+F+G+H)	(J) VARIANCE (J) = (D) - (I)
						CASH	IN-KIND	CASH	IN-KIND			
<b>V. SUBCONTRACTORS</b>												
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
											\$ -	
<b>TOTAL CONSULTANTS</b>				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

	(A) UNIT COST	(B) NUMBER OF UNITS	(C) NO. OF MONTHS	(D) TOTAL COST (A*B*C)	(E) GRANT COSTS	(F) MATCH		(G) NON-MATCH		(H) GRANT RELATED INCOME	(I) BUDGET (E+F+G+H)	(J) VARIANCE (J) = (D) - (I)
						CASH	IN-KIND	CASH	IN-KIND			
<b>VI. SUPPLEMENTAL SRVCS</b>												
Assistive Devices											\$ -	
Home Adaptations											\$ -	
Registry											\$ -	
Emergency Cash/Material Aid											\$ -	
<b>TOTAL SUPPLEMENTAL SRVS</b>				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

## Exhibit B Budget

**Legal Name of Agency:**

**GRANDPARENT/RELATIVE  
CAREGIVER SUPPORT SRVCS**

[illegible]

## Exhibit B Budget

**Legal Name of Agency:** \_\_\_\_\_

**GRANDPARENT/RELATIVE  
CAREGIVER SUPP SRVCS**

	(A) UNIT COST	(B) NUMBER OF UNITS	(C) NO. OF MONTHS	(D) TOTAL COST (A*B*C)	(E) GRANT COSTS	(F) MATCH		(G) NON-MATCH		(H) GRANT RELATED INCOME	(I) BUDGET (E+F+G+H)	(J) VARIANCE (J) = (D) - (I)
						CASH	IN-KIND	CASH	IN-KIND			
<b>IX. OTHER COST DETAIL</b>												
<b>DESCRIPTION</b>												
ACCOUNTING SERVICES												
ADVERTISING												
AUDIT SERVICES												
DUES, MEMBERSHIPS & SUBSCRIPTIONS												
EQUIPMENT RENTAL												
INSURANCE												
PAYROLL SERVICES												
POSTAGE												
PRINTING												
REPAIRS & MAINTENANCE - SPACE												
REPAIRS & MAINTENANCE - VEHICLES												
STAFF TRAINING												
SUPPLIES - OFFICE												
TAXES & LICENSES												
TELEPHONE												
TRAVEL - MILEAGE (COST/MILE)												
TRAVEL - OUT-OF-STATE												
UTILITIES												
VEHICLE OPERATION												
VOLUNTEER - EXPENSES												
VOLUNTEER - MILAGE (COST/MILE)												
VOLUNTEER - TRAINING												
				\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>X. INDIRECT COSTS</b>												
INDIRECT COSTS												
					\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		

**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [Enter Full Legal Name of your Agency, No Abbreviations]

---

[Enter Agency's Address Here]	[Type City]	CA	[Enter Zip]	[Enter #'s Only]
<i>Main Administrative Office Address</i>	<i>City</i>	<i>State</i>	<i>Zip Code</i>	<i>Fax Number</i>

---

[Enter Agency's Address Here]	[Type City]	CA	[Enter Zip]	[Enter #'s Only]
<i>Mailing Address (If different from above)</i>	<i>City</i>	<i>State</i>	<i>Zip Code</i>	<i>Fax Number</i>

---

[Mr/Ms]	[Enter Name of Authorized Signatory]	[Enter Job Title, Abbr if Nec]	[Enter #'s Only]	[E-Mail Address]
<i>Prefix</i>	<i>Official Authorized to Sign for Agency</i>	<i>Job Title</i>	<i>Phone Number</i>	<i>Ext.</i>

---

[Mr/Ms]	[Enter Program Manager]	[Enter Job Title, Abbr if Nec]	[Enter #'s Only]	[E-Mail Address]
<i>Prefix</i>	<i>Primary/Secondary Contact for Program</i>	<i>Job Title</i>	<i>Phone Number</i>	<i>Ext.</i>

---



**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [\[Enter Full Legal Name of your Agency, No Abbreviations\]](#)

**I. Family Caregiver Support Services Site Summary**

						<b>Hours of Operation</b>		
	<b>Site Name</b>	<b>Sup District</b>	<b>Site Address</b>	<b>Public Phone Number</b>	<b>Site Manager/ Phone Number</b>	<b>M-F</b>	<b>Sat</b>	<b>Sun</b>
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								

**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [\[Enter Full Legal Name of your Agency, No Abbreviations\]](#)

I. Family Caregiver Support Services Site Summary (Con't)						Hours of Operation		
	Site Name	Sup District	Site Address	Public Phone Number	Site Manager/ Phone Number	M-F	Sat	Sun
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								



**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [Enter Full Legal Name of your Agency, No Abbreviations]

**II. Family Caregiver Support Service Unit Summary**

		Sup Dist 1		Sup Dist 2		Sup Dist 3		Sup Dist 4		Sup Dist 5		TOTAL	
<b>Unduplicated Clients</b>													
<b>FCSP Services:</b>	<b>Unit Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>
<b>Info Services</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Public Information													
Community Education													
<b>Support Services</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Assessment													
Counseling													
Support Group													
Training													
Case Management													
<b>Respite Care</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
In-Home Supervision													
Homemaker Asst.													
In-Home Personal													
Home Chore													
Out-of-Home Day													
<b>Supplemental Services</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Assistive Devices													
Home Adaptations													
Registry													
Emerg. Cash/Material Aid													
<b>TOTAL</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -

**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [Enter Full Legal Name of your Agency, No Abbreviations]

**III. Family Caregiver Support Services Services By Month**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
<b>Information Services</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Public Information													0
Community Education													0
<b>Support Services</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Assessment													0
Counseling													0
Support Group													0
Training													0
Case Management													0
<b>Respite Care</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
In-Home Supervision													0
Homemaker Asst.													0
In-Home Personal Care													0
Home Chore													0
Out-of-Home Day													0
<b>Supplemental Services</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Assistive Devices													0
Home Adaptations													0
Registry													0
Emerg. Cash/Material Aid													0
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-	-	-	-

**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [\[Enter Full Legal Name of your Agency, No Abbreviations\]](#)

I. Grandparent/Relative Caregiver Support Services Site Summary						Hours of Operation		
	Site Name	Sup District	Site Address	Public Phone Number	Site Manager/ Phone Number	M-F	Sat	Sun
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								

**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [\[Enter Full Legal Name of your Agency, No Abbreviations\]](#)

I. Grandparent/Relative Caregiver Support Services Site Summary (Con't)						Hours of Operation		
	Site Name	Sup District	Site Address	Public Phone Number	Site Manager/ Phone Number	M-F	Sat	Sun
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								

**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [Enter Full Legal Name of your Agency, No Abbreviations]

**II. Grandparent/Relative Caregiver Support Service Unit Summary**

		Sup Dist 1		Sup Dist 2		Sup Dist 3		Sup Dist 4		Sup Dist 5		TOTAL	
<b>Unduplicated Clients</b>													
<b>FCSP Services:</b>	<b>Unit Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>	<b>Units</b>	<b>Cost</b>
<b>Info Services</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Public Information													
Community Education													
<b>Support Services</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Assessment													
Counseling													
Support Group													
Training													
Case Management													
<b>Respite Care</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
In-Home Supervision													
Homemaker Asst.													
In-Home Personal													
Home Chore													
Out-of-Home Day													
<b>Supplemental Services</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -
Assistive Devices													
Home Adaptations													
Registry													
Emerg. Cash/Material Aid													
<b>TOTAL</b>			\$ -		\$ -		\$ -		\$ -		\$ -		\$ -

**Exhibit C**  
**Mandated Program Services**

**Legal Name of Agency:** \_\_\_\_\_ [\[Enter Full Legal Name of your Agency, No Abbreviations\]](#)

**III. Grandparent/Relative Caregiver Support Services Services By Month**

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
<b>Information Services</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Public Information													0
Community Education													0
<b>Support Services</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Assessment													0
Counseling													0
Support Group													0
Training													0
Case Management													0
<b>Respite Care</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
In-Home Supervision													0
Homemaker Asst.													0
In-Home Personal Care													0
Home Chore													0
Out-of-Home Day													0
<b>Supplemental Services</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Assistive Devices													0
Home Adaptations													0
Registry													0
Emerg. Cash/Material Aid													0
<b>TOTAL</b>	-	-	-	-	-	-	-	-	-	-	-	-	-

**EXHIBIT D**  
**CONTRACTOR'S EQUAL EMPLOYMENT OPPORTUNITY CERTIFICATION**

---

Contractor's Name

---

Contract Number

---

Address

---

Internal Revenue Service Employer Identification Number

**GENERAL CERTIFICATION**

In accordance with Los Angeles County Code Section 4.32.010, the Contractor, supplier, or vendor certifies and agrees that all persons employed by such firm, its affiliates, subsidiaries, or holding companies are and will be treated equally by the firm without regard to or because of race, religion, ancestry, national origin, or sex and in compliance with all anti-discrimination laws of the United States of America and the State of California.

**CONTRACTOR'S SPECIFIC CERTIFICATIONS**

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| 1. The Contractor has a written policy statement prohibiting discrimination in all phases of employment.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. The Contractor periodically conducts a self-analysis or utilization analysis of its workforce.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. The Contractor has a system for determining if its employment practices are discriminatory against protected groups.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. Where problem areas are identified in employment practices, the Contractor has a system for taking reasonable corrective action, to include establishment of goals or timetables. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

---

Name of Authorized Representative (Print)

---

Signature

---

Title of Authorized Representative (Print)

---

Date

**EXHIBIT E**  
**COUNTY'S ADMINISTRATION**

**FISCAL YEAR:** 2012/13

**COUNTY'S DEPARTMENT HEAD**

Name: Ms. Cynthia D. Banks  
Title: Director  
Address: 3175 West Sixth Street  
Los Angeles, Ca 90020  
Telephone: (213) 637-0798  
E-Mail Address: [cbanks@css.lacounty.gov](mailto:cbanks@css.lacounty.gov)

**COUNTY'S CONTRACT MANAGER**

Name: Ms. Carol Domingo  
Title: Program Manager  
Address: 3175 West Sixth Street  
Los Angeles, Ca 90020  
Telephone: (213) 639-6339  
E-Mail Address: [cdomingo@css.lacounty.gov](mailto:cdomingo@css.lacounty.gov)

**COUNTY'S PROGRAM MANAGER**

Name: Ms. Anna Avdalyan  
Title: Administrative Services Manager II  
Address: 3333 Wilshire Boulevard, Room 400  
Los Angeles, Ca 90010  
Telephone: (213) 738-2676  
E-Mail Address: [aavdalyan@css.lacounty.gov](mailto:aavdalyan@css.lacounty.gov)

**COUNTY'S COMPLIANCE MANAGER**

Name: Ms. Jackie Lynn Sakane  
Title: Program Manager  
Address: 3175 West Sixth Street  
Los Angeles, Ca 90020  
Telephone: (213) 739-7321  
E-Mail Address: [jsakane@css.lacounty.gov](mailto:jsakane@css.lacounty.gov)



**EXHIBIT F**  
**CONTRACTOR'S ADMINISTRATION**

**CONTRACTOR'S NAME:**

---

**CONTRACT NO:**

---

**FISCAL YEAR:**

---

**CONTRACT SERVICES:**

---

**CONTRACTOR'S PROJECT DIRECTOR**

Name:

---

Title:

---

Address:

---

---

Telephone:

---

Facsimile:

---

E-Mail Address:

---

**CONTRACTOR'S AUTHORIZED REPRESENTATIVE(S)**

Name:

---

Title:

---

Address:

---

---

Telephone:

---

Facsimile:

---

E-Mail Address:

---

Name:

---

Title:

---

Address:

---

---

Telephone:

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Facsimile:

---

E-Mail Address:

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**INVOICES - AUTHORIZED SIGNER**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

***Signature:*** \_\_\_\_\_

**NOTICES TO CONTRACTOR SHALL BE SENT TO:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**CONTRACTOR'S DESIGNATED COMMUNITY FOCAL POINTS**

Site Name: \_\_\_\_\_

Site Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Site Name: \_\_\_\_\_

Site Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

## **EXHIBIT G**

### **CONTRACTOR ACKNOWLEDGEMENT AND CONFIDENTIALITY AGREEMENT**

#### GENERAL INFORMATION:

As referenced herein, Contractor has entered into Contract with County to provide Services to the County of Los Angeles. The County requires Contractor to adhere to the requirements outlined in Paragraph 7.5 – Confidentiality of the Contract, this Exhibit G – Contractor Acknowledgement and Confidentiality Agreement and Exhibit Q - Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business Associate Agreement), as a condition of the work to be provided by Contractor under this Contract. By signing herein, Contractor certifies that Contractor and Contractor's Staff (defined below) shall adhere to these requirements.

#### CONTRACTOR ACKNOWLEDGEMENT:

Contractor understands and agrees that Contractor employees, volunteers, consultants, outsourced vendors and independent contractors, (collectively "Contractor's Staff" as used herein) that provide Services under the Contract are Contractor's sole responsibility. Contractor understands and agrees that Contractor's Staff rely exclusively upon Contractor for any payment of salaries and all other benefits payable by virtue of Contractor Staff's performance of work under the Contract.

Contractor understands and agrees that Contractor and Contractor's Staff are not employees of the County for any purpose whatsoever. Contractor and Contractor's Staff do not have and will not acquire any rights or benefits of any kind from the County by virtue of Contractor's performance of work under the Contract. Contractor understands and agrees that neither Contractor nor Contractor's Staff will acquire any rights or benefits from the County pursuant to any agreement between any person or entity and the County.

#### CONFIDENTIALITY AGREEMENT:

##### ***Access and Security to Confidential/Protected Information***

Contractor and Contractor's Staff may be involved with work pertaining to services provided by the County of Los Angeles and, if so, Contractor and Contractor's Staff may have access to confidential data and information pertaining to persons and/or entities receiving services from the County of Los Angeles. In addition, Contractor and Contractor's Staff may also have access to proprietary information supplied by other vendors doing business with the County of Los Angeles. The County has a legal obligation to protect all such confidential data and information in its possession, especially data and information concerning health, criminal, and welfare recipient records. Contractor and Contractor's Staff shall protect the confidentiality of such data and information when it is involved in County work.

Contractor and Contractor's Staff agree to keep all of the following confidential and protect them against disclosure: health, criminal, and welfare recipient records; data and information pertaining to persons and/or entities receiving services from the County of Los Angeles; design concepts; algorithms; programs; formats; documentation; Contractor's proprietary information; proprietary information supplied by other County vendors that is provided to Contractor or Contractor's Staff

during the term of the Contract; and, other original materials produced, created, or provided to Contractor and Contractor's Staff under the Contract.

Data (information) received from Federal, State or local departments/agencies is confidential when it identifies an individual or an employing unit. Confidential information is not open to the public and requires special precautions to protect it from loss, unauthorized use, access, disclosure, modification, and destruction. Contractor shall keep all information furnished by a Federal, State, or local agency/department strictly confidential, and will make the information available to Contractor's Staff on a "need-to-know" basis, as specifically authorized in this Contract. Contractor shall instruct all employees with access to Federal, State or local information on the confidentiality of this information and the sanctions related to unauthorized use.

### ***Applicable Confidentiality Laws***

Contractor shall comply with all applicable laws pertaining to confidentiality. This shall include, but is not limited to, the confidentiality provisions of Section 827 and Section 10850 of the California Welfare and Institutions Code and the California Department of Social Services Manual of Policies and Procedures (MPP) Division 19.

Contractor shall have written procedures to protect the confidentiality and privacy of Client information collected for purposes of the Program, in accordance with all applicable laws and regulations, including Title 22 California Code of Regulations Section 7500 (b).

### ***Disclosure of Confidential Information***

Contractor and Contractor's Staff shall not divulge to any unauthorized person confidential or non-confidential data or information obtained while performing work pursuant to the Contract. Contractor shall send written notice to County's Contract Manager within five (5) business days prior to the release of such information when:

- Contractor receives a request for the release of any data or information unless the request is made by County authorities; Contractor shall not release said information without County's written approval.
- Requests to obtain confidential records are made through the legal process.

Consistent with all applicable laws, Contractor shall maintain the confidentiality of any information pertaining to Clients and the immediate family of any applicant or Client when such information may be obtained through application forms, interviews, tests, reports from the public agencies or counselors, or any other source. Contractor shall receive written permission from both the Client and County before releasing such information unless disclosure is required under the following conditions:

- By court process, order, or decree.
- For information which is necessary for the administration and monitoring of the performance, operation or evaluation of this Contract.
- Upon request from Federal, State, and County governmental authorities consistent with all applicable laws.

Contractor shall send written notice to County's Contract Manager within twenty-four (24) hours upon discovery of:

- Any actual or suspected misuse, misappropriation, unauthorized disclosure of, or unauthorized access to confidential information.
- Unauthorized access gained to computer(s) used by Contractor and Contractor's Staff, containing confidential information related to this Contract, including the names and information of referred Clients. Unauthorized access may include a virus or worm that penetrates and gains access to a computer and places a back door or keystroke logger on it, or a directed hack/crack that gains access to and some control over a computer.
- Any and all violations of the confidentiality and protected information provisions of this Contract made by Contractor, Contractor's Staff and/or by any other person of whom Contractor becomes aware.

***Return/Destruction of Confidential Records***

Contractor agrees to store and process information electronically, in a manner that renders it irretrievable by unauthorized computer, remote terminal, or other means. When no longer in use, Contractor shall promptly return confidential information to County's Contract Manager and/or destroy all copies/derivations. A method of confidential information destruction must be approved by County and thereafter must be used by Contractor. Approved methods include shredding, burning, or certified or witnessed destruction. Contractor shall demagnetize magnetic media and return it to the County's Contract Manager.

***Certification***

Contractor assumes sole responsibility for Contractor's Staff in the maintenance of confidentiality as provided in the entirety of the Contract. Contractor and Contractor on behalf of Contractor's Staff acknowledge that violation of the provisions herein may subject Contractor and Contractor's Staff to civil and/or criminal action and that the County may seek all possible legal redress.

---

Contractor's Name

---

Contract Number

---

Name of Authorized Representative (Print)

---

Signature

---

Title of Authorized Representative (Print)

---

Date

**EXHIBIT H**  
**CONTRACTOR EMPLOYEE JURY SERVICE PROGRAM**  
**CERTIFICATION FORM AND APPLICATION FOR EXCEPTION**

---

Contractor's Name

---

Contract Number

---

Address

---

Contract Services

This Contract is subject to the County of Los Angeles Contractor Employee Jury Service Program (Jury Service Program), Los Angeles County Code, Chapter 2.203 (see Attachment)). Contractor and its subcontractors must complete this form to either certify compliance with or request an exception from the Jury Service Program requirements. Upon review of the submitted form, the County will determine, in its sole discretion, whether the Contractor is excepted from the Jury Service Program.

***Please complete either Part I or Part II, and then sign/date below. If you believe the Jury Service Program does not apply to your business, check the appropriate box in Part I (attach documentation to support your claim); or, complete Part II to certify that your business is in compliance with the Jury Service Program.***

**Part I: Jury Service Program is Not Applicable to My Business**

☐ My business does not meet the definition of "contractor," as defined in the Jury Service Program, as it has not received an aggregate sum of \$50,000 or more in any 12-month period under one (1) or more County contracts or subcontracts (this exception is not available if this Contract exceeds \$50,000). If my revenues from the County exceed an aggregate sum of \$50,000 in any 12-month period, I understand that the exception will not apply and that I shall immediately comply with the Jury Service Program.

☐ My business is a small business as defined in the Jury Service Program. It: 1) has ten (10) or fewer employees; 2) has annual gross revenues in the preceding 12-month period which, if added to the annual amount of this Contract, are \$500,000 or less; **and**, 3) is not an affiliate or subsidiary of a business dominant in its field of operation, as defined in the Attachment. If the number of employees in my business and my gross annual revenues exceed the above limits, I understand that the exception will not apply and I shall comply with the Jury Service Program.

☐ My business is subject to a Collective Bargaining Agreement (attach agreement) that expressly provides that it supersedes all provisions of the Jury Service Program.

**OR**

**Part II: Certification of Compliance**

☐ My business has and adheres to a written policy that provides, on an annual basis, no less than five (5) days of regular pay for actual jury service for full-time employees of the business who are also California residents.

***On behalf of Contractor's organization, I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.***

---

Name of Authorized Representative (Print)

---

Signature

---

Title of Authorized Representative (Print)

---

Date

## Attachment

Los Angeles County Code  
Title 2 Administration  
Chapter 2.203.010 through 2.203.090  
Contractor Employee Jury Service Program

### **2.203.010 Findings.**

The Board of Supervisors makes the following findings. The County of Los Angeles allows its permanent, full-time employees unlimited jury service at their regular pay. Unfortunately, many businesses do not offer or are reducing or even eliminating compensation to employees who serve on juries. This creates a potential financial hardship for employees who do not receive their pay when called to jury service, and those employees often seek to be excused from having to serve. Although changes in the court rules make it more difficult to excuse a potential juror on grounds of financial hardship, potential jurors continue to be excused on this basis, especially from longer trials. This reduces the number of potential jurors and increases the burden on those employers, such as the County of Los Angeles, who pay their permanent, full-time employees while on juror duty. For these reasons, the County of Los Angeles has determined that it is appropriate to require that the businesses with which the County contracts possess reasonable jury service policies. (Ord. 2002-0015 § 1 (part), 2002).

### **2.203.020 Definitions.**

The following definitions shall be applicable to this chapter:

- A. "Contractor" means a person, partnership, corporation or other entity which has a contract with the county or a subcontract with a county contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more such contracts or subcontracts.
- B. "Employee" means any California resident who is a full-time employee of a contractor under the laws of California.
- C. "Contract" means any agreement to provide goods to, or perform services for or on behalf of, the county but does not include:
  - 1. A contract where the Board finds that special circumstances exist that justify a waiver of the requirements of this chapter; or
  - 2. A contract where federal or state law or a condition of a federal or state program mandates the use of a particular contractor; or
  - 3. A purchase made through a state or federal contract; or
  - 4. A monopoly purchase that is exclusive and proprietary to a specific manufacturer, distributor, or reseller, and must match and inter-member with existing supplies, equipment or systems maintained by the county pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-3700 or a successor provision; or
  - 5. A revolving fund (petty cash) purchase pursuant to the Los Angeles County Fiscal Manual, Section 4.4.0 or a successor provision; or
  - 6. A purchase card purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section P-2810 or a successor provision; or
  - 7. A non-agreement purchase with a value of less than \$5,000 pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section A-0300 or a successor provision; or

8. A bona fide emergency purchase pursuant to the Los Angeles County Purchasing Policy and Procedures Manual, Section PP-1100 or a successor provision.
- D. "Full time" means 40 hours or more worked per week, or a lesser number of hours if:
1. The lesser number is a recognized industry standard as determined by the chief administrative officer, or
  2. The contractor has a long-standing practice that defines the lesser number of hours as full time.
- E. "County" means the County of Los Angeles or any public entities for which the Board of Supervisors is the governing body. (Ord. 2002-0040 § 1, 2002: Ord. 2002-0015 § 1 (part), 2002)

#### **2.203.030 Applicability.**

This chapter shall apply to contractors who enter into contracts that commence after July 11, 2002. This chapter shall also apply to contractors with existing contracts which are extended into option years that commence after July 11, 2002. Contracts that commence after May 28, 2002, but before July 11, 2002, shall be subject to the provisions of this chapter only if the solicitations for such contracts stated that the chapter would be applicable. (Ord. 2002-0040 § 2, 2002: Ord. 2002-0015 § 1 (part), 2002)

#### **2.203.040 Contractor Jury Service Policy.**

A contractor shall have and adhere to a written policy that provides that its employees shall receive from the contractor, on an annual basis, no less than five days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the contractor or that the contractor deduct from the employees' regular pay the fees received for jury service. (Ord. 2002-0015 § 1 (part), 2002)

#### **2.203.050 Other Provisions.**

- A. Administration. The chief administrative officer shall be responsible for the administration of this chapter. The chief administrative officer may, with the advice of county counsel, issue interpretations of the provisions of this chapter and shall issue written instructions on the implementation and ongoing administration of this chapter. Such instructions may provide for the delegation of functions to other county departments.
- B. Compliance Certification. At the time of seeking a contract, a contractor shall certify to the county that it has and adheres to a policy consistent with this chapter or will have and adhere to such a policy prior to award of the contract. (Ord. 2002-0015 § 1 (part), 2002)

#### **2.203.060 Enforcement and Remedies.**

For a contractor's violation of any provision of this chapter, the county department head responsible for administering the contract may do one or more of the following:

1. Recommend to the Board of Supervisors the termination of the contract; and/or,
2. Pursuant to chapter 2.202, seek the debarment of the contractor. (Ord. 2002-0015 § 1 (part), 2002)

#### **2.203.070. Exceptions.**

- A. Other Laws. This chapter shall not be interpreted or applied to any contractor or to any employee in a manner inconsistent with the laws of the United States or California.



- B. Collective Bargaining Agreements. This chapter shall be superseded by a collective bargaining agreement that expressly so provides.
- C. Small Business. This chapter shall not be applied to any contractor that meets all of the following:
  - 1. Has ten or fewer employees during the contract period; and,
  - 2. Has annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, are less than \$500,000; and,
  - 3. Is not an affiliate or subsidiary of a business dominant in its field of operation.

“Dominant in its field of operation” means having more than ten employees and annual gross revenues in the preceding twelve months which, if added to the annual amount of the contract awarded, exceed \$500,000.

“Affiliate or subsidiary of a business dominant in its field of operation” means a business which is at least 20 percent owned by a business dominant in its field of operation, or by partners, officers, directors, majority stockholders, or their equivalent, of a business dominant in that field of operation. (Ord. 2002-0015 § 1 (part), 2002)

### **2.203.090. Severability.**

If any provision of this chapter is found invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect. (Ord. 2002-0015 § 1 (part), 2002.

EXHIBIT I  
SAFELY SURRENDERED BABY LAW FACT SHEET

# *Safely* Surrendered



No shame. No blame. No names.

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## EXHIBIT I

### SAFELY SURRENDERED BABY LAW FACT SHEET

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# *Safely* Surrendered Baby Law

## What is the Safely Surrendered Baby Law?

California's Safely Surrendered Baby Law allows parents or other persons, with lawful custody, which means anyone to whom the parent has given permission to confidentially surrender a baby. As long as the baby is three days (72 hours) of age or younger and has not been abused or neglected, the baby may be surrendered without fear of arrest or prosecution.

## How does it work?

A distressed parent who is unable or unwilling to care for a baby can legally, confidentially, and safely surrender a baby within three days (72 hours) of birth. The baby must be handed to an employee at a hospital or fire station in Los Angeles County. As long as the baby shows no sign of abuse or neglect, no name or other information is required. In case the parent changes his or her mind at a later date and wants the baby back, staff will use bracelets to help connect them to each other. One bracelet will be placed on the baby, and a matching bracelet will be given to the parent or other surrendering adult.

## What if a parent wants the baby back?

Parents who change their minds can begin the process of reclaiming their baby within 14 days. These parents should call the Los Angeles County Department of Children and Family Services at 1-800-540-4000.

## Can only a parent bring in the baby?

No. While in most cases a parent will bring in the baby, the Law allows other people to bring in the baby if they have lawful custody.

## Does the parent or surrendering adult have to call before bringing in the baby?

No. A parent or surrendering adult can bring in a baby anytime, 24 hours a day, 7 days a week, as long as the parent or surrendering adult surrenders the baby to someone who works at the hospital or fire station.

## Does the parent or surrendering adult have to tell anything to the people taking the baby?

No. However, hospital or fire station personnel will ask the surrendering party to fill out a questionnaire designed to gather important medical history information, which is very useful in caring for the baby. The questionnaire includes a stamped return envelope and can be sent in at a later time.

## What happens to the baby?

The baby will be examined and given medical treatment. Upon release from the hospital, social workers immediately place the baby in a safe and loving home and begin the adoption process.

## What happens to the parent or surrendering adult?

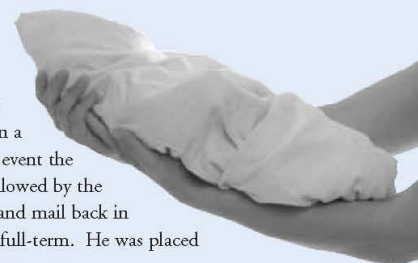
Once the parent or surrendering adult surrenders the baby to hospital or fire station personnel, they may leave at any time.

## Why is California doing this?

The purpose of the Safely Surrendered Baby Law is to protect babies from being abandoned, hurt or killed by their parents. You may have heard tragic stories of babies left in dumpsters or public bathrooms. Their parents may have been under severe emotional distress. The mothers may have hidden their pregnancies, fearful of what would happen if their families found out. Because they were afraid and had no one or nowhere to turn for help, they abandoned their babies. Abandoning a baby is illegal and places the baby in extreme danger. Too often, it results in the baby's death. The Safely Surrendered Baby Law prevents this tragedy from ever happening again in California.

## *A baby's story*

Early in the morning on April 9, 2005, a healthy baby boy was safely surrendered to nurses at Harbor-UCLA Medical Center. The woman who brought the baby to the hospital identified herself as the baby's aunt and stated the baby's mother had asked her to bring the baby to the hospital on her behalf. The aunt was given a bracelet with a number matching the anklet placed on the baby; this would provide some identification in the event the mother changed her mind about surrendering the baby and wished to reclaim the baby in the 14-day period allowed by the Law. The aunt was also provided with a medical questionnaire and said she would have the mother complete and mail back in the stamped return envelope provided. The baby was examined by medical staff and pronounced healthy and full-term. He was placed with a loving family that had been approved to adopt him by the Department of Children and Family Services.





## EXHIBIT I SAFELY SURRENDERED BABY LAW FACT SHEET

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

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# Ley de Entrega de Bebés Sin Peligro

## ¿Qué es la Ley de Entrega de Bebés sin Peligro?

La Ley de Entrega de Bebés sin Peligro de California permite la entrega confidencial de un recién nacido por parte de sus padres u otras personas con custodia legal, es decir cualquier persona a quien los padres le hayan dado permiso. Siempre que el bebé tenga tres días (72 horas) de vida o menos, y no haya sufrido abuso ni negligencia, pueden entregar al recién nacido sin temor de ser arrestados o procesados.

*Cada recién nacido se merece la oportunidad de tener una vida saludable. Si alguien que usted conoce está pensando en abandonar a un recién nacido, infórmele que tiene otras opciones. Hasta tres días (72 horas) después del nacimiento, se puede entregar un recién nacido al personal de cualquier hospital o cuartel de bomberos del condado de Los Angeles.*

## ¿Cómo funciona?

El padre/madre con dificultades que no pueda o no quiera cuidar de su recién nacido puede entregarlo en forma legal, confidencial y segura dentro de los tres días (72 horas) del nacimiento. El bebé debe ser entregado a un empleado de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles. Siempre que el bebé no presente signos de abuso o negligencia, no será necesario suministrar nombres ni información alguna. Si el padre/madre cambia de opinión posteriormente y desea recuperar a su bebé, los trabajadores utilizarán brazaletes para poder vincularlos. El bebé llevará un brazaletes y el padre/madre o el adulto que lo entregue recibirá un brazaletes igual.

## ¿Qué pasa si el padre/madre desea recuperar a su bebé?

Los padres que cambien de opinión pueden comenzar el proceso de reclamar a su recién nacido dentro de los 14 días. Estos padres deberán llamar al Departamento de Servicios para Niños y Familias (Department of Children and Family Services) del Condado de Los Ángeles al 1-800-540-4000.

## ¿Sólo los padres podrán llevar al recién nacido?

No. Si bien en la mayoría de los casos son los padres los que llevan al bebé, la ley permite que otras personas lo hagan si tienen custodia legal.

## ¿Los padres o el adulto que entrega al bebé deben llamar antes de llevar al bebé?

No. El padre/madre o adulto puede llevar al bebé en cualquier momento, las 24 horas del día, los 7 días de la semana, siempre y cuando entreguen a su bebé a un empleado del hospital o cuartel de bomberos.

## ¿Es necesario que el padre/madre o adulto diga algo a las personas que reciben al bebé?

No. Sin embargo, el personal del hospital o cuartel de bomberos le pedirá a la persona que entregue al bebé que llene un cuestionario con la finalidad de recabar antecedentes médicos importantes, que resultan de gran utilidad para cuidar bien del bebé. El cuestionario incluye un sobre con el sello postal pagado para enviarlo en otro momento.

## ¿Qué pasará con el bebé?

El bebé será examinado y le brindarán atención médica. Cuando le den el alta del hospital, los trabajadores sociales inmediatamente ubicarán al bebé en un hogar seguro donde estará bien atendido, y se comenzará el proceso de adopción.

## ¿Qué pasará con el padre/madre o adulto que entregue al bebé?

Una vez que los padres o adulto hayan entregado al bebé al personal del hospital o cuartel de bomberos, pueden irse en cualquier momento.

## ¿Por qué se está haciendo esto en California? ?

La finalidad de la Ley de Entrega de Bebés sin Peligro es proteger a los bebés para que no sean abandonados, lastimados o muertos por sus padres. Usted probablemente haya escuchado historias trágicas sobre bebés abandonados en basureros o en baños públicos. Los padres de esos bebés probablemente hayan estado pasando por dificultades emocionales graves. Las madres pueden haber ocultado su embarazo, por temor a lo que pasaría si sus familias se enteraran. Abandonaron a sus bebés porque tenían miedo y no tenían nadie a quien pedir ayuda. El abandono de un recién nacido es ilegal y pone al bebé en una situación de peligro extremo. Muy a menudo el abandono provoca la muerte del bebé. La Ley de Entrega de Bebés sin Peligro impide que vuelva a suceder esta tragedia en California.

## Historia de un bebé

A la mañana temprano del día 9 de abril de 2005, se entregó un recién nacido saludable a las enfermeras del Harbor-UCLA Medical Center. La mujer que llevó el recién nacido al hospital se dio a conocer como la tía del bebé, y dijo que la madre le había pedido que llevara al bebé al hospital en su nombre. Le entregaron a la tía un brazaletes con un número que coincidía con la pulsera del bebé; esto serviría como identificación en caso de que la madre cambiara de opinión con respecto a la entrega del bebé y decidiera recuperarlo dentro del período de 14 días que permite esta ley. También le dieron a la tía un cuestionario médico, y ella dijo que la madre lo llenaría y lo enviaría de vuelta dentro del sobre con franqueo pagado que le habían dado. El personal médico examinó al bebé y se determinó que estaba saludable y a término. El bebé fue ubicado con una buena familia que ya había sido aprobada para adoptarlo por el Departamento de Servicios para Niños y Familias.



EXHIBIT I  
SAFELY SURRENDERED BABY LAW FACT SHEET

# *Ley de* Entrega de Bebés *Sin Peligro*



*Los recién nacidos pueden ser entregados en forma segura al personal de cualquier hospital o cuartel de bomberos del Condado de Los Ángeles*

Sin pena. Sin culpa. Sin nombres.

En el Condado de Los Ángeles: 1-877-BABY SAFE • 1-877-222-9723

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## EXHIBIT J DEFINITIONS

**All definitions are listed in alphabetical order**

- **Activities of Daily Living (ADL)** - Activities usually performed for oneself in the course of a normal day including bathing, dressing, grooming, eating, walking, using the telephone, taking medications, and other personal care activities (for additional information see California Health and Safety Code 1569.2 (h)).
- **Area Agency on Aging (AAA)** - Under the Older Americans Act (OAA Title III, Part A, section 301 (a) (1); see definition *below*), the Administration on Aging (AoA) distributes funds for various aging programs through State Agencies on Aging which in turn fund local AAA. AAA addresses the concerns of older Americans at the local level. AAA plays an important role in identifying community and social service needs and assuring that social and nutritional supports are made available to Older Adults in communities where they live. In most cases, AAA does not provide direct services. Instead, they subcontract with other organizations to facilitate the provision of a full range of services for Older Adults.
- **Assessment** – A comprehensive and functionally oriented evaluation of a potential Client's situation and needs.
- **Authorized Representative:** The individual who has been given written authorization through a resolution, order or motion from Contractor's governing body to act on behalf of Contractor and bind the Contractor to the Contract.
- **Budget** –The document that sets forth the revenues to be received by Contractor and costs to be expended by Contractor for providing the services outlined in the Contract, segregating direct and indirect Costs for the work to be provided by the Contractor.
- **Care Receiver** – A Care Receiver is determined by either of the following criteria:
  - For Family Caregiver Clients - The Family Caregiver provides care to the following Care Receivers:
    - An Older Individual; OR
    - An individual of any age with Alzheimer's disease or a related disorder with neurological and Organic Brain Dysfunction (see below for definition of Organic Brain Dysfunction).
  - For Grandparent/Relative Caregiver Clients – The Grandparent or Relative Caregiver provides care to the following Care Receiver:

## EXHIBIT J DEFINITIONS

- A Child, according to Section 372 (a) (1) of the OAA, is:
  - An individual who is not more than 18 years of age; OR
  - An individual with a Disability.
- **Child** – An individual who is not more than 18 years of age or who is an individual with a disability. (OAA Section 372 (a) (1)).
- **Client** – For the purposes of this Contract, the Client is either a Family Caregiver or the Grandparent/Relative Caregiver.
- **Close-out Report** - A report due at the end of the fiscal year which documents the results of the activities performed.
- **Contract** – The agreement executed between the County and Contractor. It sets forth the terms and conditions for the issuance and performance of Exhibit A (Statement of Work).
- **Contract Funds** – The monies allocated to Contractor under the terms of this Contract as reflected in Paragraph 5.0 (Contract Sum) may also be referred to as Program Funds or Grant Funds.
- **Consumer Group(s)** – a functionality in the Harmony for Aging (HFA) (see Subparagraph 11.1 of the Statement of Work) system that allows for service delivery to a group(s) rather than to an individual consumer.
- **Contractor** – The sole proprietor, partnership, or corporation that has entered into this Contract with the County to perform or execute the work covered by Exhibit A (Statement of Work).
- **Contractor's Project Director** – The individual designated by Contractor to be responsible for the Contractor's day-to-day activities as related to this Contract and shall coordinate with County's Contract Manager, County's Program Manager and County's Compliance Manager on a regular basis.
- **County** – Unless otherwise specified, "County" refers to the County of Los Angeles Community and Senior Services, which has entered into this Contract (including its Exhibits) with Contractor.
- **County's Compliance Manager** – The individual responsible for conducting monitoring activities, verifying Contractor's compliance with the requirements of this Contract and overseeing the delivery of Services (see below for definition of Services).

## EXHIBIT J DEFINITIONS

- **County's Contract Manager** – The individual responsible for providing direction to Contractor in the areas relating to County policy, information requirements, and procedural requirements; making revisions which do not materially affect the terms and conditions of this Contract in accordance with Appendix A (Sample Contract) paragraph 9.8 Modifications; and act on behalf of County with respect to approval of subcontracts and subcontractor employees working on this Contract.
- **County's Program Manager:** The individual responsible to meet with Contractor's Project Director on a regular basis; and inspect any and all tasks, deliverables, goods, Services, or other work provided by or on behalf of Contractor.
- **Day(s)** – Calendar day(s) unless otherwise specified.
- **Disability** – For purposes of this Contract, "Disability" is defined pursuant to OAA Title I, Section 102 (13), as a disability attributable to mental (psychiatric illnesses) or physical impairment, or a combination of mental and physical impairments, that result in substantial functional limitations in one (1) or more of the following areas of major life activity:
  - Self-care
  - Receptive and expressive language
  - Learning
  - Mobility
  - Self-direction
  - Capacity for independent living
  - Economic self-sufficiency
  - Cognitive functioning
  - Emotional adjustment
- **Emergency Respite Care** – Extended break to address an intervening circumstance, such as caregiver emotional stress or hospitalization and recovery.
- **Employee** – An individual who is hired by Contractor to provide services under the requirements of the Contract.
- **Family Caregiver** – A Family Caregiver, according to Section 302 (3) of the OAA, is: an adult family member (18 years of age and older); or another individual, who is an informal provider of in-home and community care who provides care to a Care Receiver that is an Older Individual or an individual of any age with Alzheimer's disease or a related disorder with neurological and Organic Brain Dysfunction.



## EXHIBIT J DEFINITIONS

- **FCSP Survey** - The FCSP Caregiver Survey is a survey completed by FCSP clients to rate the effectiveness of the services received as well as the service delivery of the Contractor.
- **Fiscal Year** – The twelve (12) month period beginning July 1<sup>st</sup> and ending the following June 30<sup>th</sup>.
- **Focal Point:** An agency in the community, especially a multipurpose senior center, which has a proven record of providing comprehensive services to Older Adults.
- **Frail** – An Older Adult that is determined to be functionally impaired because the individual either:
  - a) Is unable to perform at least two Activities of Daily Living including bathing, toileting, dressing, feeding, breathing, transferring and mobility and associated tasks, without substantial human assistance, including verbal reminding, physical cueing, or supervision; or
  - b) Due to a cognitive or other mental impairment, requires substantial supervision because the Older Individual behaves in a manner that poses a serious health or safety hazard to the individual or to others (OAA section 102(22)).
- **Functionally impaired** - A person who meets at least one of the following conditions:
  - a) Impairment in one (1) or more ADL;
  - b) Impairment in two (2) or more Instrumental Activities of Daily Living (IADL) or;
  - c) Inability to manage own affairs due to emotional and/or cognitive impairment.
- **Grandparent/Relative Caregiver** – A Grandparent or Relative Caregiver, according to Section 372 (a) (2) of the OAA, is an adult 55 years of age or older and the grandparent, step-grandparent, relative by blood, marriage, or adoption who provides care to a Care Receiver that is a Child.
- **Greatest Economic Need** – Need for assistance resulting from an income level at or below the poverty line, as defined in California Welfare and Institutions Code (WIC) Section 9014.

## EXHIBIT J DEFINITIONS

- **Greatest Social Need** – Need for assistance caused by non-economic factors which include (a) physical and mental disabilities; (b) language barriers; and (c) cultural, geographic isolation caused by racial or ethnic status that restricts the ability of an individual to perform daily tasks or threatens the capacity of the individual to live independently. (California WIC Section 9015)
- **In-Home Supportive Services** - The In-Home Supportive Services (IHSS) program provides financial assistance to low-income aged, blind, and disabled individuals who are unable to remain safely in their homes without help from caregivers. The program's purpose is to prevent nursing home placement. IHSS achieves this objective by paying or subsidizing the salaries of caregivers that the IHSS recipients choose.
- **Instrumental Activities of Daily Living (IADL)** - Activities often performed by a person who is living independently in a community setting during the course of a normal day, such as managing money, shopping, telephone use, travel in community, housekeeping, preparing meals, and taking medications correctly. (for additional information, see California Health and Safety Code 1569.2 (f)).
- **Intermittent Respite Care** – Time off once a week for a limited number of hours to give a Client a planned or unscheduled break.
- **National Family Caregiver Support Program (NFSCP)** – commonly referred to as Family Caregiver Support Program (FCSP) funded by the OAA, Title III E, NFSCP helps persons who serve as unpaid caregivers for persons sixty (60) or older. It also helps grandparents age 55 or over serving as Primary Caregivers for grandchildren or related children age eighteen or under and living with the caregiver.
- **Non-Match** - Local funding that does not qualify as matching contributions and/or is not being budgeted as matching contributions (i.e. overmatch). Non-Match is not calculated when determining the match requirement.
- **Occasional Respite Care** – Time off for a Client to attend a special event.
- **Older Adult/Individual** - An individual who is sixty (60) years of age or older.

## EXHIBIT J DEFINITIONS

- **Older Americans Act (OAA)** – Congress passed the Older Americans Act (OAA) ([http://www.aoa.gov/AoARoot/AoA\\_Programs/OAA/oa\\_full.asp](http://www.aoa.gov/AoARoot/AoA_Programs/OAA/oa_full.asp)) in 1965 in response to concern by policymakers about a lack of community social services for older persons. The original legislation established authority for grants to States for community planning and social services, research and development projects, and personnel training in the field of aging. The law also established the AoA to administer the newly created grant programs and to serve as the Federal focal point on matters concerning older persons.

Although older individuals may receive services under many other Federal programs, today the OAA is considered to be the major vehicle for the organization and delivery of social and nutrition services to this group and their caregivers. (California Welfare and Institution Code 18326).

- **Organic Brain Dysfunction** (also known as Organic Brain Syndrome) - The National Institutes of Health defines Organic Brain Syndrome (OBS) as, “a general term used to describe decreased mental function due to a medical disease, other than a psychiatric illness.” The World Health Organization defines Neurological Disorders as, “diseases of the central and peripheral nervous system,” in other words, the brain, spinal cord, cranial nerves, peripheral nerves, nerve roots, autonomic nervous system, neuromuscular junction, and muscles. These disorders include Alzheimer’s disease and other dementias, multiple sclerosis, Parkinson’s disease, neuroinfections, brain tumors, traumatic disorders of the nervous system such as brain trauma, and neurological disorders due to malnutrition. Mental disorders, on the other hand, are psychiatric illnesses or diseases which appear primarily as abnormalities of thought, feeling, or behavior, producing either distress or impairment of function.” (Organic brain syndrome: MedlinePlus Medical Encyclopedia [www.nlm.nih.gov/medlineplus/ency/article/001401.htm](http://www.nlm.nih.gov/medlineplus/ency/article/001401.htm)) and (World Health Organization: What are neurological disorders? <http://www.who.int/features/qa/55/en/index.html>).
- **Performance Requirements Summary (PRS) Chart:** The Contract document which provides the minimum required services of the Contract, and summarizes the key performance indicators that will be monitored during the Contract term. Contractor shall adhere to the requirements outlined therein.

## EXHIBIT J DEFINITIONS

The Performance Requirements Summary Chart also lists examples of the types of documents that will be used during County's monitoring review of Contractor, as well as the standards of performance and the acceptable quality level of performance that Contractor shall meet.

- **Primary Caregiver** – A Primary Caregiver is the person who takes primary responsibility for someone who cannot fully care for themselves. It may be a family member, a friend, or neighbor.
- **Program** – Refers to the FCSP Services and operations for which Contractor receives funds under the terms of this Contract and agrees to provide Services in accordance with relevant State and/or Federal law, regulations and guidelines during the term of this Contract.
- **Program Income** -- Gross income received by the grantee or subgrantee directly generated by the grant supported activity, or earned only as a result of the grant agreement during the grant period. Contract/Program funds are different than Program Income - Contract/Program funds are funds received from the County through an allocation while Program Income refer to funds that the Contractor generates on its own.
- **Service(s)** – The specific tasks to be provided (or the work to be performed) by Contractor under the terms of the Contract as described in Exhibit A (Statement of Work).
- **Service Delivery** - Includes those activities associated with the direct provision of a service which meets the needs of an individual Older Adult and/or caregiver.
- **Staff** – Unless otherwise stated, refers to an individual or a group of individuals who are Contractor's Employee(s) and/or volunteers who provide services.
- **Unit of Measurement** – is the quantitative representation of the output (benefit/service) provided to the Older Individual; this measurement forms the basis upon which reimbursement is made to the Contractor. (California Department of Aging Program Memo PM 10-07(P)).
- **Unit Rate** – the amount that is reimbursable by the Program for each Unit of Service provided by the Contractor.
- **Unit of Service** - a measure of service to a Client.

## **EXHIBIT J DEFINITIONS**

- **Universal Intake Form (UIF)** - The Universal Intake Form is a client intake form utilized by all Los Angeles County Community and Senior Services (CSS) AAA Programs. The form is used to enroll clients in AAA program services and captures client information required for reporting purposes.
- **Volunteer** – means an individual who provides services without pay, but may receive reimbursement for expenses. Volunteers may be part of Contractor's Staff, as defined above, but are not employees of Contractor or County.

## **EXHIBIT K**

### **CONTRACT ACCOUNTING, ADMINISTRATION AND REPORTING REQUIREMENTS**

The purpose of this Exhibit K is to establish required accounting, financial reporting, and internal control standards for entities (Contractor) which contract with the Los Angeles County.

The accounting, financial reporting and internal control standards described in this Exhibit K are minimums. These standards are not intended to be all inclusive or replace acceptable existing procedures or preclude the use of more sophisticated methods. Instead, this Exhibit K represents the minimum required procedures and controls that must be incorporated into a Contractor's accounting and financial reporting systems. The internal control standards described are those that apply to Contractor organizations with adequate staffing. Organizations with a smaller staff must attempt to comply with the intent of the standards and implement internal control systems appropriate to the size of their staff/organization. Contractor's subcontractors must also follow these standards unless otherwise stated in the Contract.

#### **A. ACCOUNTING AND FINANCIAL REPORTING**

##### **1.0 Basis of Accounting**

Contractor may elect to use either the cash basis or accrual basis method of accounting for recording financial transactions. Monthly invoices must be prepared on the same basis that is used for recording financial transactions.

##### **1.1 The County recommends the use of the accrual basis for recording financial transactions.**

###### **Accrual Basis**

Under the accrual basis, revenues are recorded in the accounting period in which they are earned (rather than when cash is received). Expenditures are recorded in the accounting period in which they are incurred (rather than when cash is disbursed).

###### **Accruals**

Accruals shall be recorded observing the following:

- Only accruals where cash will be disbursed within six (6) months of the accrual date should be recorded.

- Recorded accruals must be reversed in the subsequent accounting period.
- 1.2 If Contractor elects to use the cash basis for recording financial transactions during the Fiscal Year:
- Necessary adjustments must be made to record the accruals at the beginning and the end of the Fiscal Year.
  - All computations, supporting records, and explanatory notes used in converting from cash basis to the accrual basis must be retained.

1.3 Prepaid Expenses

Prepaid expenses (e.g., insurance, service agreements, lease agreements, etc.) should only be expensed during a given Contract Fiscal Year to the extent goods and Services are received during that Fiscal Year.

## ACCOUNTING SYSTEM

- 2.0 Contractor shall maintain a double entry accounting system (utilizing debits and credits) with a General Journal, a Cash Receipts Journal, a General Ledger, and a Cash Disbursements Journal. The County recommends that a Payroll Register also be maintained. Postings to the General Ledger and Journals should be made on a monthly basis.

2.1 General Journal

A General Journal shall be maintained for recording adjusting entries, reversing entries, closing entries, and other financial transactions not normally recorded in the Cash Receipts Journal or Cash Disbursements Journal. Entries in the General Journal must be adequately documented, and entered in chronological order with sufficient explanatory notations.

Example:	DR	CR
Rent Expense	100	
Rent Payable		100

To record accrued rent to March 31, 20XX

## 2.2 Cash Receipts Journal

A Cash Receipts Journal shall be maintained for recording all cash receipts (e.g., County warrants, contributions, interest income, etc.). The Cash Receipts Journal shall contain (minimum requirements) the following column headings:

- date
- receipt number
- cash debit columns
- income credit columns for the following accounts:
  - County payments (one per funding source)
  - Contributions
  - Other Income (Grants, sales of supplies/services, rental income, miscellaneous revenue, fees, etc.)
- Description (Entries in the description column must specify the source of cash receipts.)

## 2.3 Cash Disbursements Journal

A Cash Disbursements Journal shall be maintained for recording all cash disbursements (e.g., rent, utilities, maintenance, etc.)

The Cash Disbursements Journal shall contain (minimum requirements) the following column headings:

- date
- check number
- cash (credit) column
- expense account name
- description

Note (1) Separate expense columns are recommended for salary expense and other recurring expense classifications for each program.

Note (2) Entries in the description column must specify the nature of the expense and the corresponding expense classification if not included in the column heading.

Note (3) Checks should not be written to employees (other than payroll, mileage, travel, and petty cash custodian checks.)

A Check Register may be substituted for the Cash Disbursements Journal, but this is not recommended. If used, the Check Register must



contain the same expense classifications and description information required when a Cash Disbursements Journal is used.

Disbursements without supporting documentation will be disallowed on audit. Cancelled checks and credit card statements (VISA, AMEX, department store, etc.) will not constitute acceptable support. (See Section A.3.2 and B.2.4) for additional guidance.

#### 2.4 General Ledger

A General Ledger shall be maintained with accounts for all assets, liabilities, fund balances, expenditures, and revenues. Separate accounts must be maintained for each County program's expenses and revenues.

#### 2.5 Chart of Accounts

A Chart of Accounts shall be maintained:

- The County recommends that Contractor use the expense account titles on the monthly invoice submitted to the County.
- If the Contractor uses account titles which differ from the account titles on the monthly invoice, each account title must clearly identify the nature of the transaction(s) posted to the account.
- Contractor must consistently post transactions that are of a similar nature to the same account. For example, all expenses for travel shall be posted to the account titled "travel" or "travel expense" and not intermixed with other expense accounts.

#### 2.6 Payroll Register

The County recommends that a Payroll Register be maintained for recording all payroll transactions. The Register should contain the following:

- Name
- Position
- Social Security Number
- Salary (hourly wage)
- Payment Record including:
  - accrual period
  - gross pay
  - itemized payroll deductions
  - net pay amount

- check number

If a Payroll Register is not used, the information in (2.6) must be recorded in the cash disbursements journal.

Contractor will ensure compliance with all applicable federal and State requirements for withholding payroll taxes (FIT, FICA, FUTA, SIT, SIU, etc.), reporting, filing (941, DE-7, W-2, W-4 and 1099s), and all applicable tax deposits.

Contractor will ensure compliance with Internal Revenue Service guidelines in properly classifying employees and independent contractors.

## 2.7 Contractor Invoices

Contractor shall present an invoice to the County each calendar month to report the financial activity of the month. In addition, if advanced funding is involved, an invoice shall be presented at the beginning of the Fiscal Year. Invoices shall be prepared in the manner prescribed by the County's contracting department.

## 3.0 Records

Adequate care shall be exercised to safeguard the accounting records and supporting documentation. Any destruction or theft of the Contractor's accounting records or supporting documentation shall be immediately reported to the County pursuant to the requirements outlined in Exhibit M (Fixed and Non-Fixed Assets and Supplies Purchase, Inventory and Disposal Requirements), Section II, Part C.

### 3.1 Retention

All accounting records (e.g., journals, ledgers, etc.), financial records and supporting documentation (e.g., invoices, receipts, checks, etc.) must be retained for a minimum of five (5) years after the termination of the Contract pursuant to Paragraph 8.38 (Record Retention and Inspection/Audit Settlement) of the Contract.

### 3.2 Supporting Documentation

All revenues and expenditures shall be supported by original vouchers, invoices, receipts, or other documentation and shall be maintained in the manner described herein.

Invoices, receipts and canceled checks will be required to support an outlay of Contract Funds. Unsupported disbursements will be disallowed on audit. Contractor will be required to repay County for all disallowed costs. **Photocopied invoices or receipts, any internally generated documents (i.e., vouchers, request for check forms, requisitions, canceled checks, etc.), and account statements do not constitute supporting documentation for purchases.**

Supporting documentation is required for various types of expenditures as follows:

**Payroll** – time and attendance records signed by an employee and approved in writing by a supervisor; time distribution records by program accounting for total work time on a daily basis for all employees; records showing actual expenditures for Social Security and unemployment insurance; State and federal quarterly tax returns; federal W-2 forms; and federal W-4 forms.

**Consultant Services** – contracts, time and attendance records, billing rates, travel vouchers detailing purpose, time and location of travel, purchase orders and invoices for supplies and invoices or other supporting documentation detailing the nature of services provided.

**Travel** – prior, written approval from County for travel expenses related to providing Services under the Contract; travel policies of the Contractor (written); travel expense vouchers showing location, date and time of travel, purpose of trip, and rates claimed; vehicle mileage logs showing dates, destination and headquarters, purpose of trip, and mileage. Travel related to conferences should include conference literature detailing purpose of the conference. Reimbursement rates for mileage shall not exceed applicable County guidelines.

Reimbursement for actual receipts or per diem rates for meal expenses shall not exceed the maximum County's reimbursement rate for employees.

Receipts shall be required for lodging for approved out-of-town travel dates. Maximum reimbursable lodging amount is the maximum County's reimbursement rate for employees for a single occupancy hotel accommodation.

**Operating Expenses** (e.g., utilities, office supplies, equipment rentals, etc.) – bona fide contracts or lease agreements, if any, and invoices and receipts detailing the cost and items purchased will constitute the primary supporting documentation. For internal control purposes, the Contractor

shall maintain vouchers, purchase orders, requisitions, stock received reports, bills of lading, etc.

**Outside Meals** - receipts and/or invoices for all meals, a record of the nature and purpose of each meal, and identification of the Client(s).

### 3.3 Payments to Affiliated Organizations or Persons

Contractor shall not make payments to affiliated organizations or persons for Program expenses (e.g., salaries, services, rent, etc.) that exceed the lower of actual cost or the reasonable cost for such expenses. A reasonable cost shall be the price that would be paid by one party to another when the parties are dealing at arm's length (fair market price).

Organizations or persons (related parties) related to the Contractor or its members by blood, marriage, or through legal organization (corporation, partnership, association, etc.) will be considered affiliated for purposes of this Contract. County shall be solely responsible for the determination of affiliation unless otherwise allowed and approved by the State or federal agencies.

Payments to affiliated organizations or persons will be disallowed on audit to the extent the payments exceed the lower of actual costs or the reasonable costs for such items.

### 3.4 Filing

All relevant supporting documentation for reported Program expenditures and revenues shall be filed in a systematic and consistent manner. It is recommended that supporting documents be filed as follows:

- checks – numerically
- invoices – vendor name and date
- vouchers – numerically
- receipts – chronologically
- timecards – pay period and alphabetically

### 3.5 Referencing

Accounting transactions posted to the Contractor's books shall be appropriately cross-referenced to supporting documentation. It is recommended that expenditure transactions on the Contractor's books be cross-referenced to the supporting documentation as follows:

- invoices – vender name and date
- checks – number
- vouchers –number
- revenue – receipt number

Supporting documentation for non-payroll expenditures (i.e., operating expenditures) should be cross-referenced to the corresponding check issued for payment. If multiple invoices are paid with one (1) check, all related invoices should be bound together and cross-referenced to the check issued for payment.

#### 4.0 Donations and Other Sources of Revenue

Restricted donations and other sources of revenue earmarked specifically for the Contract must be utilized on allowable Contract expenditures.

#### 5.0 Audits

Contractor will make available for inspection and audit to County representatives, upon request, during County's hours of operation, during the duration of the Contract and for a period of five (5) years thereafter, all of its books and records relating to the operation of each project or business activity which is funded in whole or part with governmental monies, whether or not such monies are received through the County. All such books and records shall be maintained at a location within Los Angeles County.

### B. INTERNAL CONTROLS

Internal controls safeguard the Contractor's assets from misappropriations, misstatements or misuse. Contractor shall prepare necessary written procedures establishing internal controls for its staff. The Contractor shall instruct all of its staff in these procedures and continuously monitor operations to ensure compliance with them.

#### 1.0 Cash Receipts

##### 1.1. Separate Fund or Cost Center

All Contract revenues shall be maintained in a bank account. If revenues from other sources are maintained in the same bank account, revenues for each source must be clearly identifiable on the accounting records through the use of cost centers or separate accounts.

## 1.2 Deposits

All checks shall be restrictively endorsed upon receipt.

Cash received shall be recorded on pre-numbered receipts. Checks shall be recorded on a check remittance log at the time of receipt.

Cash receipts (i.e., cash and checks) totaling \$500 or more shall be deposited within one (1) day of receipt. Collections of less than \$500 may be held and secured and deposited weekly or when the total reaches \$500, whichever occurs first.

Duplicate deposit slips shall be retained and filed chronologically, and shall contain sufficient reference information for comparison to the Cash Receipts Journal (and individual receipts, if applicable).

## 1.3 Separation of Duties

An employee who does not handle cash shall record all cash receipts.

## 1.4 Bank Reconciliations

Bank statements should be received and reconciled by someone with no cash handling, check writing, or bookkeeping functions (bookkeeper).

Monthly bank reconciliations should be prepared within thirty (30) days of the bank statement date and reviewed by management for appropriateness and accuracy. The bank reconciliations should be signed by both the preparer and the reviewer. Reconciling items should be resolved timely.

## 2.0 Disbursements

### 2.1 General

All disbursements for expenditures, other than petty cash, shall be made by check.

Blank check stock shall be secured and accounted for to preclude unauthorized use.

Checks shall not be payable to "cash" or signed in advance. Checks written to employees for reimbursement of out-of-pocket costs must be supported by receipts and invoices.

A second signature shall be required on all checks, unless otherwise authorized by County in writing.

If the bookkeeper signs checks, a second signature shall be required on the checks.

Voided checks shall be marked void with the signature block cut out. The voided checks must be filed with the cancelled checks.

Unclaimed or undelivered checks shall be cancelled periodically.

All supporting documentation shall be referenced to check numbers and marked "paid" or otherwise canceled to prevent reuse or duplicate payments.

Disbursements without adequate supporting documentation will be disallowed on audit.

## **2.2. Approvals and Separation of Duties**

Employees responsible for approving cash disbursements and/or signing of checks shall examine all supporting documentation at the time the checks are approved and signed.

All disbursements, excluding petty cash purchases, shall be approved by persons independent of check preparation and bookkeeping activities.

## **2.3 Petty Cash**

A petty cash fund up to \$500 may be maintained for payment of small incidental expenses incurred by the Contractor (e.g., postage due, small purchases of office supply items, etc.). The Contractor must obtain prior written approval from the County to establish a petty cash fund greater than \$500.

Petty cash disbursements must be supported by invoices, store receipts or other external authenticating documents indicating the item purchased and the employee making the purchase. In the event that outside (external) supporting documentation is not obtainable for minor disbursements (under \$10), such as parking meters, etc., then documentation shall be considered as proper supporting documentation on a basis of reasonableness. Petty cash disbursements should not be used as a substitute for normal purchasing and disbursement practices (i.e., payment by check).

The petty cash fund shall be maintained on an imprest basis. A check should be drawn to set up the fund and to make periodic reimbursements. Receipts, vouchers, etc., supporting each fund replenishment must be bound together, filed chronologically and cross referenced to the reimbursement check.

## 2.4 Credit Cards

The use of credit cards, both Contractor issued credit cards and an employee's personal credit cards used on behalf of the Contractor, should be limited to purchases where normal purchasing and disbursement practices are not suitable.

Credit cards issued in the Contractor's name must be adequately protected and usage monitored to ensure that only authorized and necessary items are purchased.

Credit card purchases should be pre-approved by Contractor management to ensure that they are reasonable and necessary.

All credit card disbursements must be supported by original invoices, store receipts or other external authenticating documents indicating the item purchased and the employee making the purchase. Credit card statements are not sufficient support for credit card purchases.

## 3.0 Timekeeping

### 3.1 Timecards

Timecards or time reports must be prepared for each pay period. Timecards or time reports must indicate total hours worked each day by program and total hours charged to each of the Contractor's programs. Time estimates do not qualify as support for payroll expenditures and will be disallowed on audit.

All timecards and time reports must be signed in ink by the employee and the employee's supervisor to certify the accuracy of the reported time.

### 3.2 Personnel and Payroll Records

Adequate security must be maintained over personnel and payroll records with access restricted to authorized individuals.

Personnel and payroll records should include (but not be limited to) the following:



- Employee's authorized salary rate
- Employee information sheet
- Resume and/or application
- Proof of qualifications for the position, if required (e.g., notarized copy or original diploma, license, etc.)
- Performance evaluations
- Criminal record clearance
- Citizenship status
- Benefit balances (e.g., sick time, vacation, etc.)

### 3.3 Benefit Balances

Employee benefit balances (e.g., sick time, vacation, personal time, etc.) should be maintained on at least a monthly basis. Benefit balances should be increased when benefit hours are earned and decreased as hours are used.

### 3.4 Limitations on Positions and Salaries

The Contractor shall pay no salaries higher than those authorized in the Contract, or the Exhibits thereto, including this Exhibit K, except as proscribed by State or federal law.

When the Contract is for **Workforce Investment Act Program Services**, Contractor shall adhere to Public Law 109-234, as provided by the Employment Development Department (EDD) through its issuance of a directive. Contractor shall obtain the most current version of EDD's directive on salary and bonus limitations on-line using the following website address:

[http://www.edd.ca.gov/Jobs\\_and\\_Training/Active\\_Directives.htm](http://www.edd.ca.gov/Jobs_and_Training/Active_Directives.htm).

For purposes of establishing a reasonable level of compensation for Contractor's employees, County may refer to the applicable Child Welfare League of America (CWLA) Salary Study.

If an employee serves in the same or dual capacities under more than one contract or program, the employee may not charge more than 100% of their time to the contracts or programs taken as a whole.

Salaried employees who work less than 40 hours per week shall be paid a salary that corresponds with the employee's work schedule.

The salary expense of salaried employees working on more than one (1) contract or program shall be allocated to each program based on the ratio

of the number of hours worked on each program during the pay period to the total number hours worked during the pay period.

The Contractor will make no retroactive salary adjustment for any employee without prior written approval from the County.

### 3.5 Separation of Duties

Payroll checks should be distributed by persons not involved in timekeeping, preparing of payroll, or reconciling bank accounts.

All employee hires and terminations, or pay rate changes, shall be approved by authorized persons independent of payroll functions.

All employee hires and terminations, or pay rate changes shall be approved in writing by authorized persons independent of payroll functions.

- 4.0 Bonding – All officers, employees, and agents who handle cash or have access to the Contractor's funds shall be bonded pursuant to Paragraph 8.25 (Insurance Coverage) of the Contract.

## C. COST PRINCIPLES

### 1.0 Policy

It is the intent of the County to provide funds to Contractor for the purpose of providing Services required by the Contract. Contractor shall use these funds on actual expenses in an economical and efficient manner and ensure they are reasonable, proper and necessary costs of providing Services and are allowable in accordance with the applicable Office of Management and Budget (OMB) Circulars and Code of Federal Regulations (CFRs).

- 1.1. Use of Federal grant funds is governed by OMB Circulars, which provide specific requirements for these funds. There are six (6) OMB Circulars which apply to grant funding; as outlined below, the Contractor shall adhere to three (3) of those OMB Circulars, depending on Contractor's organization:

- **Non-Profit Organizations shall follow:**

- Cost Principles: OMB Circular A-122 (relocated to Title 2 CFR Part 230)
- Administrative Requirements: OMB Circular A-110 (relocated to Title 2 CFR Part 215) or Title 29 CFR Part 95
- Audit Requirements: OMB Circular A-133
- **Non-Profit Organizations which are listed in 2 CFR Part 230, Appendix C, shall follow:**
  - Cost Principles: 48 CFR Part 31
  - Administrative Requirements: OMB Circular A-110 (relocated to Title 2 CFR Part 215) or Title 29 CFR Part 95
  - Audit Requirements: OMB Circular A-133
- **States, Local Governments and Indian Tribes shall follow:**
  - Cost Principles: OMB Circular A-87 (relocated to Title 2 CFR Part 225)
  - Administrative Requirements: OMB Circular A-102 or Title 29 CFR Part 97
  - Audit Requirements: OMB Circular A-133
- **Educational Institutions (even if part of a State or Local Government) shall follow:**
  - Cost Principles: OMB Circular A-21 (relocated to Title 2 CFR Part 220)
  - Administrative Requirements: OMB Circular A-110 (relocated to Title 2 CFR Part 215) or 29 CFR Part 95
  - Audit Requirements: OMB Circular A-133
- **Hospitals (both proprietary and non-profit) shall follow:**
  - Cost Principles: 45 CFR Part 74, Appendix E
  - Administrative Requirements: OMB Circular A-110 (relocated to Title 2 CFR Part 215) or Title 29 CFR Part 95

- Audit Requirements: OMB Circular A-133

Contractor is responsible for obtaining the most recent version of the above referenced OMB Circulars and CFR provisions, which are available on-line at <http://www.whitehouse.gov/omb/circulars/index.html>.

#### 1.2. Limitations on Expenditures of Contract Funds

Contractor shall comply with the Contract and the applicable OMB Circulars and CFRs. The Circulars and CFRs define direct and indirect costs, discusses allowable cost allocation procedures and the development of Indirect Cost Rates, and specifically addresses the allowability of a variety of different costs.

If Contractor is unsure of the allowability of any particular type of cost or individual cost, the Contractor should request advance written approval from the County prior to incurring the cost. Any conflict or inconsistency between or among the requirements outlined within the Contract, Exhibit A (Statement of Work), this Exhibit K, OMB Circulars or CFRs shall be resolved by giving precedence as follows:

- OMB Circulars and CFRs
- Contract
- Exhibit A (Statement of Work)
- Exhibit K (Contract Accounting, Administration and Reporting Requirements)

#### 1.3. Expenses Incurred Outside the Contract Period

Expenses charged against Contract Funds may not be incurred prior to the effective date of the Contract, or subsequent to the Contract expiration or termination date. Expenses charged against Contract Funds during any Fiscal Year period may not be incurred outside of that Fiscal Year.

#### 1.4. Budget Limitation

Expenses may not exceed the maximum limits shown on Exhibit B (Budget).

#### 1.5. Unspent Funds

The County will determine the disposition of unspent Contract Funds upon expiration or termination of the Contract and at the end of each Fiscal Year period.

1.6. Necessary, Proper and Reasonable

Only those expenditures that are necessary, proper and reasonable to carry out the purposes and activities of the Program are allowable.

2.0 Allocation of Cost Pools

When Contractor provides services in addition to the Services required under this Contract, the Contractor shall allocate expenditures that benefit programs or funding sources on an equitable basis.

In accordance with the applicable OMB Circular and CFR, Contractor shall define its allocable costs as either direct or indirect costs (as defined in Sub-paragraphs 2.1 and 2.2 below) and allocate each cost using the basis most appropriate and feasible.

The Contractor shall maintain documentation related to the allocation of expenses (e.g., timecards, time summaries, square footage measurements, number of employees, etc.).

Under no circumstances shall allocated costs be charged to an extent greater than 100% of actual costs or the same cost be charged both directly and indirectly.

2.1 Direct Costs

Direct costs are those costs that can be identified specifically with a particular final cost objective (i.e., a particular program, service, or other direct activity of Contractor's organization). Examples of direct costs include salaries and benefits of employees working on the Program, supplies and other items purchased specifically for the Program, costs related to space used by employees working on the Program, etc.

For all employees, other than those employed in general or administrative positions, the hours spent on each program (activity) should be recorded on employees' timecards and the payroll expense should be treated as direct charges and distributed on the basis of recorded hours spent on each program.

Joint costs (i.e., costs that benefit more than one (1) program or activity) which can be distributed in reasonable proportion to the benefits received may also be direct costs.

Examples of bases for allocating joint costs as direct costs:

- Number of direct hours spent on each program
- Number of employees in each program
- Square footage occupied by each program
- Other equitable methods of allocation

## 2.2 Indirect Costs

Indirect costs are those costs that have been incurred for common or joint objectives and cannot be readily identified with a particular final cost objective. Examples of indirect costs include salaries, employee benefits, supplies, and other costs related to general administration of the Contractor's organization, and the salaries and expenses of executive officers, personnel administration, and accounting.

Examples of bases for allocating indirect costs:

- Total direct salaries and wages
- Total direct costs (excluding capital expenditures and other distorting items such as subcontractor payments)

## 2.3 Acceptable Indirect Cost Allocation Methods

OMB Circulars and CFRs describe the following allowable methods for allocating indirect costs:

- Simplified allocation method
- Direct allocation method
- Multiple allocation base method
- Negotiated indirect cost rate

### Simplified Allocation Method

This method can be used when Contractor's major functions benefit from its indirect costs to approximately the same degree. Using this method, all allocable costs are considered indirect costs and an indirect cost rate is determined by dividing total allowable indirect costs by an equitable distribution base.

#### Example

Agency-wide indirect costs	\$250,000
Less: Capital expenditures	<u>10,000</u>
Allocable indirect costs	240,000
Total agency-wide indirect salaries	\$1,000,000
Indirect cost rate (\$240,000/\$1,000,000)	24%
Program direct salaries	\$100,000
Program indirect costs (24% x \$100,000)	<u>\$24,000</u>

#### Direct Allocation Method

This method can also be used when Contractor's major functions benefit from its indirect costs to approximately the same degree. Using this method, all costs except general administration and general expenses are treated as direct costs. Joint costs for rental, facilities maintenance, telephone, and other similar expenses are prorated individually to each direct activity on a basis appropriate for that type of cost.

The remaining costs, which consist exclusively of general administration and general expenses are then allocated using the simplified allocation method previously discussed.

#### Multiple Base Allocation Method

This method can be used when Contractor's major functions benefit from its indirect costs in varying degrees. Using this method, indirect costs are grouped to permit allocation of each grouping on the basis of the benefits provided to the major functions. Each grouping is then allocated individually using the basis most appropriate for the grouping being allocated.

#### Negotiated Indirect Cost Rates

Contractor has the option of negotiating an indirect cost rate or rates for use on all its federal programs. The Contractor must submit a Cost Allocation Plan to the federal agency providing the majority of funds to the Contractor's organization. The approved indirect cost rate is then applied to the total approved direct cost base.

If Contractor has a federally approved indirect cost rate, Contractor shall submit a copy of the approval letter to County upon request.

#### D. UNALLOWABLE COSTS

OMB Circulars and CFRs address the allowability of a variety of different costs. For all costs, there are certain restrictions and limitations; however, the following costs are not allowable under any circumstances:

- Bad debts
- Contingency provisions
- Contributions and donations
- Fines and penalties
- Fundraising activities
- Interest expense (unless expressly allowed by federal guidelines)
- Losses on other awards

#### E. REPORTING FRAUD, MISCONDUCT OR NON-COMPLIANCE

1.0 Contractor shall report suspected fraud (including welfare fraud), waste, or misuse of public monies, and misconduct of County personnel to the Los Angeles County Fraud Hotline. Contractor shall also report suspected fraud committed by its employees, volunteers, and any subcontractors when that fraud affects its Contract with the County. Reportable conditions of fraud include, but are not limited to:

- Requests for bribes/kickbacks/gratuities by County personnel.
- Favoritism/nepotism in the awarding of County contracts, or selection of vendors.
- Theft or misuse of any funds, resources or equipment.

2.0 Failure to report the types of fraud/misconduct discussed above may be grounds for termination of the Contract as solely determined by County.

3.0 Reports can be made anonymously to the Los Angeles County Department of Auditor-Controller, Office of County Investigations as follows:

Website: [www.lacountyfraud.org](http://www.lacountyfraud.org)  
E-Mail Address: [Hotline@auditor.lacounty.gov](mailto:Hotline@auditor.lacounty.gov)  
Fraud Hotline: (800) 544-6861  
Fax: (213) 633-0991  
Mail: Office of County Investigations  
500 W. Temple St., Room 515  
Los Angeles, CA 90012

#### 4.0 User Complaint Report

4.1 County's staff shall complete the User Complaint Report (UCR) to report Contractor's non-compliance with the



requirements of the Contract. Areas of Contractor's non-compliance includes, but is not limited to, the following:

- Contractor's Program Director or other staff not responding to messages/requests from County staff.
- Contractor's Project Director or other staff does not attend trainings/meetings required by County.
- Contractor staff changes without prior notification to the County.
- Illegal or inappropriate behavior by Contractor's staff.
- Contractor not submitting reports/documents or maintaining records as required.
- Contractor not complying with the quality assurance requirements as specified in the Contract.

- 4.2 The County's Compliance Manager shall maintain the UCR, and it will be used to evaluate Contractor's performance of the requirements of the Contract in addition to being used as the basis for placing Contractor on probation, suspending payment, suspending the Contract, terminating the Contract or any other remedies that are available in the Contract. The UCR may also be used during the solicitation process to evaluate Contractor's past performance on this Contract.

**EXHIBIT L  
JOINT FUNDING REVENUE DISCLOSURE**

Contractor's Name

Contract Number

Name of Preparer (Print)

Date Prepared

***List all revenue coming to Contractor (including foundation grants and donations). Use additional pages as necessary.***

	Revenue Source (Agency or Organization Name, Contact Name and Phone Number)	Funding Amount	Funding Period	
			Start Date	End Date
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
TOTAL				

**EXHIBIT M**  
**FIXED AND NON-FIXED ASSETS AND SUPPLIES**  
**PURCHASE, INVENTORY AND DISPOSAL REQUIREMENTS**

I. DEFINITIONS OF FIXED AND NON-FIXED ASSETS AND SUPPLIES

A. A Fixed Asset is an item which meets all of the following attributes:

- 1.0 Includes, but is not limited to, property, plant, equipment, land, buildings, additions, attachments, improvements, betterments, machinery, vehicles, furniture, tools, intangibles, mineral resources, etc. which are not consumed/sold during the normal course of Contractor's business under this Contract and are used to carry out Contractor's operations.
- 2.0 Has a unit acquisition cost that is \$5,000 or more (e.g., four (4) identical assets, which cost \$3,000 each, totaling \$12,000 would not meet this requirement). Acquisition cost is the net invoice unit price of an item, including shipping costs and sales taxes, the cost of any modifications, attachments, accessories, or auxiliary apparatus necessary to make it usable for the purpose for which it is acquired.
- 3.0 Has a normal useful life of at least one (1) year.
- 4.0 Is used to conduct business under this Contract.
- 5.0 Is either purchased with Contract Funds and/or was acquired by Contractor under a Predecessor Agreement for the same/similar purpose as this Contract. For purposes of this Contract, Predecessor Agreement shall mean a contract between County and Contractor that was executed prior to this Contract for the same/similar Program Services as this Contract.

B. A Non-Fixed Asset is an item which meets all of the following attributes:

- 1.0 Does not meet the requirements in Subsection A, 1.0 – 4.0, outlined above for Fixed Assets.
- 2.0 Has a unit acquisition cost that is less than \$5,000 but is at least \$500, or has a unit acquisition cost that is less than \$5,000 but is at least \$300 if it was purchased under a Predecessor Agreement for the same/similar purpose as this Contract.

- 3.0 Is either purchased with Contract Funds and/or was acquired by Contractor under a Predecessor Agreement for the same/similar purpose as this Contract.

C. Supplies are items which meet all of the following attributes:

- 1.0 Are goods, materials or other items which are consumed during the normal course of business and may include, but are not limited to, paper, pencils, printer cartridges, file folders, etc. (i.e., Supplies are items which are used in such a way that once used, they cannot be re-used or recovered afterward).
- 2.0 Have a unit acquisition cost that is less than \$500, or less than \$300 if purchased under a Predecessor Agreement for the same/similar purpose as this Contract.
- 3.0 Are necessary for Contractor to effectively and efficiently carry out the objectives, tasks and activities of the Program and provide Services to Clients.
- 4.0 Are either purchased with Contract Funds and/or were acquired by Contractor under a Predecessor Agreement for the same/similar purpose as this Contract.

D. Types of Fixed and Non-Fixed Assets

- 1.0 Additions and Attachments are products that typically involve physical extensions of existing units that are necessary to make these units usable for the purposes for which they are acquired, but do not involve renovations.
  - 1.1 An Addition or an Attachment is considered a Fixed Asset when its cost, combined with the cost of the unit it is attached to, along with its other characteristics, meet the definition of a Fixed Asset as set forth herein.
  - 1.2 Examples of Additions or Attachments include for example new rooms, new roof, or new heating, ventilation and air conditioning (HVAC) system added to an existing building, etc.
- 2.0 Improvements and Betterments are products that typically do not increase the physical size of the asset.

- 2.1 Improvements and Betterments enhance the condition of a unit (e.g., extend life, increase service capacity, and lower operating costs).
- 2.2 An Improvement or a Betterment is considered a Fixed Asset when the final cost of the unit being improved or bettered along with its other characteristics, meet the definition of a Fixed Asset as set forth herein.
- 2.3 Examples of Fixed Assets that might be improved and bettered include roads, bridges, curbs and gutters, tunnels, parking lots, streets and sidewalks, drainage and lighting systems.
- 3.0 Intangible Property can be either a Fixed or Non-Fixed Asset which lacks physical substance but gives valuable rights to the owner.
  - 3.1 The acquisition cost of the Intangible Property includes all amounts incurred to acquire and to ready the Asset for its intended use. Typical intangible property costs include the purchase price, legal fees, and other costs incurred to obtain title to the Asset.
  - 3.2 Examples of Intangible Property include, but are not limited to, patents, copyrights, leases, and computer software.
- 4.0 Hardware, which can be either a Fixed or Non-Fixed Asset, consists of tangible equipment including, but not limited to, computers, printers, terminals, etc.

## II. GENERAL REQUIREMENTS FOR FIXED AND NON-FIXED ASSETS AND SUPPLIES

- A. The following requirements are applicable to Fixed and Non-Fixed Assets (collectively "Assets") and Supplies. In some areas, the requirements are only applicable to Fixed and Non-Fixed Assets; however, Contractor shall exercise due diligence for the use and maintenance of Supplies when specific requirements are not addressed.
- B. Management of Assets and Supplies
  - 1.0 Contractor shall exercise due care in its use, maintenance, protection and preservation of Assets and Supplies to prevent misuse or theft.

- 2.0 Contractor shall not use Assets or Supplies for personal gain or to usurp the competitive advantage of a privately-owned business entity.
- 3.0 Contractor shall use Assets and Supplies for the purpose for which they are intended under the Contract. When no longer needed for that use, Contractor shall use them as prescribed in Section X (Disposal Requirements for Fixed and Non-Fixed Assets and Supplies), herein.
- 4.0 Contractor may share use of Assets or allow use by other programs upon written approval of County. As a condition of approval, County may require payment under this Contract for that use.

C. Loss, Destruction or Theft of Assets

- 1.0 Contractor shall promptly investigate, fully document, and report the loss, destruction or theft of Assets. Contractor shall report such loss, destruction or theft as follows:
  - 1.1 Contractor shall notify the local law enforcement agency with jurisdiction over the location of the crime by telephone (and confirmed in writing by filing a police report) within twenty-four (24) hours of occurrence or discovery of such incident(s).
  - 1.2 Contractor shall notify County's Contract Manager by telephone (and confirmed in writing) or by e-mail within five (5) business days of occurrence or discovery of such crime. Contractor shall prepare an Incident Report which shall be provided to County.
  - 1.3 Contractor's Incident Report of such loss shall contain at a minimum, the following elements:
    - 1.3.1 Identification of the Asset(s);
    - 1.3.2 Recorded value(s) of each Asset;
    - 1.3.3 Facts relating to the crime; and
    - 1.3.4 Where appropriate, a copy of the police report.
  - 1.4 Contractor shall retain the Incident Report pursuant to Paragraph 8.38 (Record Retention and Inspection/Audit Settlement of the Contract).

- 2.0 Contractor agrees to indemnify County for any loss resulting from the use of any Assets.
- 3.0 Contractor shall assume responsibility for the replacement or repair of Assets during the period of the Program, until Contractor has complied with all written instructions from County regarding the final disposition of the Assets (as detailed in Section X (Disposal Requirements for Fixed and Non-Fixed Assets and Supplies), herein).

### III. DEPRECIATION AND CAPITALIZATION POLICY

- A. The following requirements are applicable only to Fixed and Non-Fixed Assets.
- B. Fixed and Non-Fixed Assets purchased with the Federal portion of Contract Funds and/or with Contractor's required matching contributions may not be depreciated or capitalized.
- C. Fixed and Non-Fixed Assets purchased with the non-Federal portion of Contract Funds, if any, may be capitalized and/or depreciated over the estimated useful lives of these Assets pursuant to Contractor's acquisition policies.

### IV. TITLE TO FIXED AND NON-FIXED ASSETS

- A. The following requirements are applicable only to Fixed and Non-Fixed Assets.
- B. Unless otherwise required by Federal or State laws or regulations, or as agreed upon in writing by the parties, Fixed and Non-Fixed Assets remain the property of County until such time as County approves the final disposition of the Fixed and Non-Fixed Assets (i.e., County retains title to all Fixed and Non-Fixed Assets used in the performance of this Contract).
- C. Unless otherwise required by Federal or State laws or regulations or as agreed upon in writing by the parties, Fixed and Non-Fixed Assets purchased under a Predecessor Agreement(s) remain the property of County until such time as County approves the final disposition of the Fixed and Non-Fixed Assets (i.e., County retains title to all Fixed and Non-Fixed Assets purchased under a Predecessor Agreement).

## V. VEHICLES

- A. The following requirements are applicable only to Fixed and Non-Fixed Assets.
- B. Title to Vehicles (Fixed and Non-Fixed)
  - 1.0 County retains title to vehicles which are purchased with Contract Funds.
  - 2.0 County retains title to vehicles purchased with funds from Predecessor Agreements.
- C. Vehicles shall be registered in the name of Contractor only and shall include both vehicles which are purchased with Contract Funds, and those purchased under a Predecessor Agreement(s) and are currently in the possession of Contractor.
- D. Contractor shall provide current and adequate insurance covering all vehicle drivers pursuant to Paragraph 8.25 (Insurance Coverage) of the Contract; and each vehicle driver shall have a current, valid California driver's license.

## VI. GOVERNING REGULATIONS AND POLICIES

- A. Throughout this Exhibit M, references will be made to applicable Office of Management and Budget (OMB) Circulars or applicable Code of Federal Regulations (CFRs), which shall mean that Contractor shall follow the OMB Circulars and CFRs that apply to it based on the type of Program being funded through the Contract and the type of entity that best describes Contractor's organization (e.g., non-profit, local government, educational institution, etc.). The applicable OMB Circulars and CFRs are defined in Exhibit K (Contract Accounting, Administration and Reporting Requirements).
  - 1.0 Contractor shall adhere to both administrative requirements and cost principles as detailed in the applicable OMB Circulars and CFRs as appropriate for Contractor's Program and organization.
  - 2.0 The Contract provides specific references to CFRs, OMB Circulars, rules, regulations, and the like; however, Contractor shall ensure that it follows all applicable laws, rules, regulations, policies, procedures, etc. even if they are not specifically referenced herein.
  - 3.0 The requirements herein are applicable only to Fixed and Non-Fixed Assets. However, Contractor shall exercise



reasonable care in the use and maintenance of Supplies when specific requirements are not addressed.

- B. In the event of any conflict or inconsistency between the requirements established in this Exhibit M and any of the governing OMB Circulars or CFRs, the conflict shall be resolved by giving precedence to the governing OMB Circulars or CFRs.
- C. If the Contract indicates that Fixed and Non-Fixed Assets may be purchased, Contractor shall adhere to all Federal, State and County purchasing and fiscal policies, procedures and requirements. These policies include, but are not limited to:
  - 1.0 The requirements of this Exhibit M.
  - 2.0 Procurement Standards outlined in the OMB Circulars CFRs, as applicable to Contractor's Program and organization as described in Exhibit K (Contract Accounting, Administration and Reporting Requirements).
  - 3.0 Cost principles outlined in the OMB Circulars and CFRs, as applicable to Contractor's Program and organization as described in Exhibit K (Contract Accounting, Administration and Reporting Requirements).
  - 4.0 Additional requirements, which may be communicated to Contractor through County memorandum, directives, change notices, Contract Amendments, etc.

## VII. APPROVAL REQUIREMENTS

- A. The following requirements are applicable only to Fixed and Non-Fixed Assets.
- B. Necessary Prior Approval to Purchase Fixed Assets for AAA, DRP, APS and CSAIBG Programs
  - 1.0 Prior to purchasing or acquiring Fixed Assets, Contractor must receive written approval from County when Contractor will use more than \$5,000 of Contract Funds to purchase the Fixed Asset, authorizing the purchase.
  - 2.0 Prior approval is not required for the purchase of Non-Fixed Assets or Supplies. However, Contractor shall adhere to all of the other procurement policies governing the purchase of Non-Fixed Assets as outlined herein.

- 3.0 Upon receiving approval from County, Contractor shall ensure that all Fixed Asset purchases are approved by the Contractor's Board of Directors or its Authorized Representative, before completing a Fixed Asset purchase.
- 4.0 County's approval of Contractor's Budget does not constitute approval of the purchase of the Fixed Asset(s).
- 5.0 Examples
  - 5.1 If Contractor intends to purchase a \$5,700 Fixed Asset and will use \$2,500 of Contract Funds to purchase the Fixed Asset, prior approval is not required.
  - 5.2 If Contractor intends to purchase a \$5,700 Fixed Asset and will use \$5,700 of Contract Funds to purchase the Fixed Asset, prior approval is required.

C. Necessary Prior Approval to Purchase Fixed Assets for WIA Programs

- 1.0 Prior to purchasing or acquiring Fixed Assets, Contractor must receive written approval from County when Contractor will use any portion of Contract Funds to purchase the Fixed Asset.
- 2.0 Prior approval shall have the same meaning as detailed in Subsection (VI)(A)(6.0), herein.
- 3.0 Contractor shall submit a separate request to County following the instructions provided in WIA Directive number WIAD03-9 (issued on March 25, 2004). Copies of the Directive are available on the Work Source California website, which may be accessed using the following address:  
[http://www.worksourcecalifornia.com/information/wib\\_LAcounty.htm](http://www.worksourcecalifornia.com/information/wib_LAcounty.htm) (there is an underscore between *wib* and *LAcounty*).
- 4.0 County's approval of Contractor's Budget does not constitute approval of the purchase of the Fixed Asset(s).
- 5.0 Examples
  - 5.1 If Contractor intends to purchase a \$4,500 Asset and will use \$2,500 of Contract Funds to purchase the Fixed Asset, prior approval is not required.

5.2 If Contractor intends to purchase a \$10,000 Asset and will use \$2,500 of Contract Funds to purchase the Fixed Asset, prior approval is required.

D. Necessary Prior Approval to Dispose of Fixed and Non-Fixed Assets

1.0 Contractor shall obtain prior written approval from County in order to sell, transfer, donate or otherwise dispose of Assets with a **current** market value over \$500 in the aggregate. The aggregate value is either the total value of a single item or the combined value of multiple items.

2.0 Contractor shall contact County's Contract Manager to obtain specific instructions for requesting prior approval from County and shall adhere to all County requirements for the disposal of these Assets.

3.0 Prior to the sale, transfer, donation or other disposal of all Assets consisting of electronic equipment with memory capability, Contractor shall notify County to ensure that the device's memory and/or any information stored in the memory is permanently removed, erased and cleared of all Contract and Program related records and information (or any information that would compromise Contractor's ability to adhere to the confidentiality requirements of the Contract, including Paragraph 7.5 (Confidentiality) of the Contract, Exhibit G (Contractor Acknowledgement and Confidentiality Agreement), and Exhibit P (Contractor's Obligations as a "Business Associate" Under the Health Insurance Portability and Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act (Business Associate Agreement)).

E. Necessary Prior Approval to Use Program Income from Sales Revenue

1.0 Contractor shall obtain prior written approval from County for the use of Program Income derived from revenue earned after the sale of Assets pursuant to Exhibit K (Contract Accounting, Administration and Reporting Requirements).

VIII. PURCHASE REQUIREMENTS FOR FIXED AND NON-FIXED ASSETS

A. The following requirements are applicable only to Fixed and Non-Fixed Assets. However, Contractor shall exercise due diligence for

the purchase of Supplies when specific requirements are not addressed.

**B. Cost Requirements**

1.0 Contractor shall perform a cost or price analysis prior to the purchase of an Asset.

1.1 Cost analysis includes the review and evaluation of each element of cost to determine its reasonableness, allocability, and allowability. Contractor shall ensure that Assets are allowable and allocable pursuant to the cost principles outlined in applicable OMB Circulars and CFRs.

1.2 Price analysis includes the comparison of price quotations submitted, market prices, and similar indicia, together with discounts.

2.0 Contractor shall conduct an analysis of lease and purchase alternatives to determine the most economical and practical procurement method.

3.0 Contractor shall avoid purchasing unnecessary or duplicative items. Contractor shall ensure that the costs for Assets are reasonable and proper and that the Assets are necessary to carry out the purposes and activities of the Program (or are necessary and reasonable for the proper and efficient accomplishment of Program objectives).

4.0 Contractor shall ensure that all costs associated with the purchase of Assets are included in its total actual cost (i.e., the final cost of the Asset should include all amounts to be incurred to acquire and to ready the Asset for its intended use). The total actual cost shall also include any deductions for cash discounts, rebates and allowances received by Contractor.

5.0 Contractor shall only charge the total actual cost of the Asset to the Contract. If the total actual cost of the Asset is allocable to multiple funding sources, the share of costs charged to the Contract shall not be charged by Contractor to another grant.

**C. Competition**

1.0 Contractor shall conduct all procurements for Assets in a manner that provides full, open and free competition

consistent with the procurement standards outlined in the applicable OMB Circulars/CFRs.

- 2.0 Contractor shall ensure that it obtains a minimum of three (3) written competitive bids from the best known sources prior to purchasing the Asset(s).
- 3.0 Contractor shall avoid organizational conflicts of interest and non-competitive practices among vendors that may restrict or eliminate competition or otherwise restrain trade.
- 4.0 Contractor or Contractor's agent who develops or drafts specifications, requirements, statements of work, invitation for bids and/or request for proposals for the procurement of Assets shall be excluded from competing for such procurements.
- 5.0 Contractor shall select the vendor whose bid is most responsive to the requirements outlined in the solicitation.
- 6.0 Sole Source (Procurement by Non-competitive Proposal)
  - 6.1 Sole source procurement is the solicitation of a proposal from only one (1) source or after solicitation of a number of sources, competition is determined inadequate.
  - 6.2 Sole source procurement may only be used when the procurement is not feasible under the small purchase procedures, sealed bids or competitive proposals (as defined in applicable OMB Circulars and CFRs) and one of the following applies:
    - 6.2.1 The Asset is available only from a single source.
    - 6.2.2 Public exigency or emergency for the Asset will not permit a delay resulting from a competitive solicitation.
    - 6.2.3 County provides written authorization for non-competitive procurement of the Asset.
    - 6.2.4 After solicitation of a number of sources, and with written approval from County, competition is determined inadequate.
- 7.0 Contractor shall ensure that solicitations for Assets provide:

- 7.1 Clear and accurate description of the technical requirements for the Asset to be procured and such description shall not contain features which unduly restrict competition.
- 7.2 Requirements which the bidder must fulfill and all other factors to be used in evaluating bids.
- 7.3 Description of the functions to be performed/performance required, including the minimum acceptable standards, when practicable.
- 7.4 Description of specific features of “brand name” products or an equivalent that bidders are required to meet when such items are included in the solicitation.
- 7.5 Acceptance, to the extent possible and economically feasible, of Assets dimensioned in the metric system of measurement.
- 7.6 Preference, to the extent possible and economically feasible, for Assets that conserve natural resources and protect the environment and are energy efficient.
- 8.0 Contractor shall make an effort to utilize small businesses, minority-owned firms and women’s business enterprises whenever possible, pursuant to the procurement procedures outlined in applicable OMB Circulars and CFRs.

D. Procurement Instrument

- 1.0 Contractor shall determine the type of procurement instrument to be used for the purchase, which may include purchase orders, fixed price contracts, cost reimbursable contracts, etc.
- 2.0 The procurement instrument shall promote the best interests of the Program.
- 3.0 “Cost-plus-a-percentage-of-cost” or “percentage of construction cost” methods of procurement shall not be used.

E. Documentation Requirements

- 1.0 Contractor shall maintain proper forms of documentation to demonstrate the significant history of the procurement for all

Assets (e.g., requisitions, purchase orders, receipts, price quotes/vendor bids, etc.).

2.0 Contractor shall have written internal procurement procedures in place (including processes for vendor selection, requisition approval, etc.).

3.0 Contractor shall maintain documentation of its cost/price analysis and any sole source procurement.

4.0 Contractor's Budget

4.1 Contractor shall report Assets purchased with Contract Funds on the Budget (as defined in Exhibit J (Definitions)). Prior to reporting Assets on the Budget, Contractor shall receive approval to purchase Assets as detailed in Section VII (Approval Requirements), herein.

4.2 Assets purchased by Contractor shall match the Assets reported on the Budget.

4.3 The total cost of Assets purchased shall not exceed the amounts reported on the Budget.

4.4 In the event the actual purchase price is either more or less than the cost reported on the Budget, Contractor shall submit a Budget modification to County's Contract Manager before the end of the Fiscal Year pursuant to Paragraph 9.8 (Modifications) of the Contract. Contractor shall be liable for the cost of any Asset when that cost exceeds the amount approved by the County for the purchase of the Asset.

5.0 Documentation Requirements for AAA Programs

5.1 In addition the documentation requirements outlined above, the following applies to AAA Programs:

5.1.1 Contractor shall submit supporting documents including, but not limited to, receipts, purchase orders, invoices, etc. for all Assets.

5.1.2 The supporting documents shall be submitted to County's Contract Manager at the same time that Contractor submits its invoice to County for the purchase.

- F. Assets must be physically received prior to the end of the Fiscal Year during which they are purchased.
- G. Assets purchased either wholly with the Federal share of Contract Funds and/or with any required Contractor matching contribution shall be charged directly to the Program.

IX. INVENTORY REQUIREMENTS FOR FIXED AND NON-FIXED ASSETS

- A. The following requirements are applicable only to Fixed and Non-Fixed Assets. However, Contractor shall exercise reasonable care in the maintenance and tracking of Supplies.
- B. Asset Bar Code Identification Tags
  - 1.0 Contractor shall ensure that all Assets are properly identified with Asset Bar Code Identification tags. These tags shall provide a unique identifier for each Asset, which is used to track the Asset until its final disposition.
  - 2.0 Contractor shall notify County's Contract Manager to obtain the Asset Bar Code Identification tags and County will affix the tags on each Asset.
- C. Inventory Tracking
  - 1.0 Every two (2) years, or more frequently as requested by County, Contractor shall conduct a physical inventory of all Assets and reconcile the results with Contractor's Asset accounting records.
  - 2.0 Contractor shall investigate any differences between quantities determined by the physical inspection and those shown in the accounting records to determine the causes of the difference.
  - 3.0 As part of its inventory tracking, Contractor shall verify the existence, current utilization, and continued need for Assets.
  - 4.0 Contractor shall inventory these Assets until the final disposition procedures have been completed for the Assets.
- D. Inventory Reporting Using the Inventory Control Form and/or Inventory Letter
  - 1.0 During any Fiscal Year in which Contractor purchases Assets, it shall report its inventory of those Assets to County. To this end, Contractor shall utilize Exhibit N (Inventory



Control Form), as the mechanism to report these Assets, as further described in Subsection IX(D)(2.0), herein. During any Fiscal Year in which Contractor does not purchase any Assets, Contractor shall prepare an Inventory Letter in lieu of completing the Inventory Control Form, as further described in Subsection IX(D)(3.0), herein.

## 2.0 Inventory Control Form

- 2.1 On an annual basis or more frequently as requested by County, Contractor shall complete Exhibit N (Inventory Control Form) to report its Assets and shall submit it to County's Contract Manager.
- 2.2 Contractor shall maintain supporting records for all Assets reported on the Inventory Control Form including, but not limited to, receipts of purchase, purchase orders, etc.
- 2.3 Contractor shall include such supporting records, which must be placed in sequential order (to match the order of the Assets listed on the Inventory Control Form) with the Inventory Control Form unless otherwise directed by County.
- 2.4 Contractor shall ensure that the information on the supporting records match the information reported on the Inventory Control Form.
- 2.5 Contractor shall complete the Inventory Control Form by reporting the following Assets:
  - 2.5.1 Assets purchased during prior Fiscal Years.
  - 2.5.2 Assets purchased under Predecessor Agreements.
  - 2.5.3 Assets which County has not authorized Contractor to dispose of (i.e., Contractor shall report all Assets on the Inventory Control Form until the final disposition procedures have been completed for the Assets).
- 2.6 If Contractor has multiple Contracts with County, Contractor shall use a separate Inventory Control Form to report Assets for each Contract.

## 3.0 Inventory Letter

3.1 On an annual basis or more frequently as requested by County, Contractor shall prepare the Inventory Letter, and shall submit it to County's Contract Manager. The Inventory Letter shall adhere to the following:

3.1.1 It shall indicate that no Fixed or Non-Fixed Assets were purchased using Contract Funds during the prior Fiscal Year (and shall list the full term of the Fiscal Year; for example, July 1, 20XX – June 30, 20XX).

3.1.2 It shall include the Contractor's name, Contract number and the name of the Program.

3.1.3 If Contractor has multiple Program components, Contractor shall prepare a separate Inventory Letter to report that no Assets were purchased for each Program component. For purposes of this Contract, the Program component is defined as the work to be provided under the Contract which:

3.1.3.1 Has its own defined Services, Clients and other specific requirements as outlined in Exhibit A (Statement of Work); and,

3.1.3.2 Is funded with its own share of the Contract Funds.

3.1.4 The Inventory Letter shall be signed and dated by the Contractor's Authorized Representative.

X. DISPOSAL REQUIREMENTS FOR FIXED AND NON-FIXED ASSETS AND SUPPLIES

A. The following requirements are applicable to Fixed and Non-Fixed Assets and Supplies. However, Contractor shall exercise due diligence to dispose of Supplies when specific requirements are not addressed.

B. Consistent with Federal and State regulations, Contractor may dispose of Assets and Supplies pursuant to the guidelines reflected herein and applicable OMB Circulars and CFRs.

- C. For purposes of this Exhibit M, disposal shall include the sale, discarding, transfer, donation or trade-in or other disposal of Assets.
- D. Only Assets that are considered Salvage or Surplus may be sold, transferred, donated or otherwise disposed of.
  - 1.0 Salvage items include Assets which are either obsolete or broken/irreparable.
  - 2.0 Surplus items are Assets which are no longer needed for the Program due to termination of the Contract, termination of the Program, dissolution of Contractor's operations, or other similar circumstances.
  - 3.0 Contractor may sell, transfer, donate or otherwise dispose of Assets when these conditions are met:
    - 3.1 Only after the Assets have first been offered and declined in writing by County.
    - 3.2 The sale, transfer, donation or other disposal does not create a conflict of interest for County or Contractor (i.e., Contractor employees, or Contractor employees' family members, businesses which employ or have a relationship with Contractor, employees or employees' family members, businesses conducting business with the Contractor, and Clients, etc.).
- E. Disposition upon Dissolution of Contractor or Termination of Contract
  - 1.0 When the Program, for which Assets were purchased, has ended or after dissolution of Contractor's operations, County reserves the right to determine the final disposition of the Assets.
  - 2.0 Disposition may include, but is not limited to, County taking possession of and acquiring the Assets.
  - 3.0 Contractor shall prepare a final Inventory Control Form reflecting the Assets to be provided to County, and shall submit it to County's Contract Manager.
  - 4.0 County reserves the right to require Contractor to transfer such Assets to another entity, including, but not limited to, the County or the State.

- 5.0 To exercise the right referenced in Subsection X(E)(4.0), herein, County will issue specific written disposition instructions to Contractor no later than 140 days after termination of the Contract or notification of the Contractor's dissolution.

F. Supplies

- 1.0 Contractor shall compensate County for its share of the residual inventory of unused Supplies if the **current** fair market value of the inventory exceeds \$500 or more in the aggregate when the items are no longer needed for either the Program or another Federally-funded program.
- 2.0 The aggregate value in this case is the total value of all remaining unused Supplies.

G. Current Fair Market Value

- 1.0 Contractor shall determine the current fair market value of all Assets being sold, transferred, disposed of or donated.
- 2.0 Contractor shall use one or more of the following methods/resources to determine the current fair market value:
  - 2.1 Orion Computer Blue Book
  - 2.2 Professional or expert appraisal
  - 2.3 Public advertisement
  - 2.4 Industry quotation
  - 2.5 Other similar methods/products

H. Sale of Assets

- 1.0 After receiving written approval from County for this action, Contractor may sell Assets, which meet the requirements outlined in Subsection X(D)(1.0 – 3.0), herein, as a method of disposing those Assets.
- 2.0 Contractor shall have proper sales procedures in place in order to sell Assets. These procedures shall provide for competition to the extent practicable and shall result in the highest possible return.

- 3.0 Contractor shall record all sales revenue information relating to the sale or disposition of the Assets. Revenue from the sale of Assets becomes Program Income and Contractor may be required to reimburse County for the revenue that is earned pursuant to Exhibit K (Contract Accounting, Administration and Reporting Requirements).
- 4.0 After the sale of an Asset, Contractor shall prepare an updated Inventory Control Form and submit it to County within the timeframe to be specified by County. The updated Inventory Control Form shall reflect information on the Assets sold.
- 5.0 Contractor shall obtain receipts from the recipient of the sale item(s) acknowledging receipt of the sale item(s) and shall forward copies of the receipts to County's Contract Manager along with the completed Inventory Control Form.

I. Transfer of Assets

- 1.0 After receiving written approval from County to transfer Assets, which meet the requirements outlined in Subsection X(D)(1.0 – 3.0), herein, Contractor may proceed with this action as a method of disposing those Assets.
- 2.0 Contractor shall transfer Assets according to this order:
  - 2.1 To another program providing the same or similar service as that provided in this Contract.
  - 2.2 To a State/Federally-funded program.
- 3.0 After the transfer of an Asset, Contractor shall prepare an updated Inventory Control Form and submit it to County's Contract Manager within the timeframe to be specified by County. The updated Inventory Control Form shall reflect information for the Assets transferred.
- 4.0 Contractor shall obtain receipts from the recipient of the transferred item(s) acknowledging receipt of the transferred item(s) and shall forward copies of the receipts to County's Contract Manager along with the completed Inventory Control Form.

J. Donation of Assets

- 1.0 After receiving written approval from County to donate Assets, which meet the requirements outlined in Subsection

X(D)(1.0 – 3.0), herein, Contractor may proceed with this action as a method of disposing those Assets.

2.0 To donate Assets, Contractor shall:

2.1 Prepare an updated Inventory Control Form and submit it to County's Contract Manager within the timeframe to be specified by County. The updated Inventory Control Form shall reflect information for the Assets donated.

2.2 Obtain receipts from the recipient of the donated item(s) acknowledging receipt of the donated item(s) and shall forward copies of the receipts to County's Contract Manager along with the completed Inventory Control Form.

2.3 Obtain liability waiver(s) for donated items. Contractor shall be responsible for developing its own liability waiver, which should provide the following information, at a minimum:

2.3.1 Names and addresses of Contractor and recipient organization.

2.3.2 Complete description of Asset(s) being donated including, but not limited to, Asset Bar Code Identification tag number, Asset name and make/model, serial number, quantity and condition.

2.3.3 Date when donation was received by recipient organization.

2.3.4 Certification statement to be attested to by recipient organization releasing Contractor from all liability for donated Asset(s).

2.3.5 Name, signature and title of the recipient organization's Authorized Representative.

XI. RECORDKEEPING

A. Contractor shall maintain all Inventory Control Forms and all supporting records (including but not limited to invoices, receipts, purchase orders, etc.) for Assets and Supplies pursuant to Paragraph 8.38 (Record Retention and Inspection/Audit Settlement) of the Contract.

- B. Contractor shall make these documents available for collection and/or viewing by Federal, State and County authorities.

EXHIBIT N  
INVENTORY CONTROL FORM

Contractor's Name:

Contract Number:

Address:

Contract Services:

Fiscal Year:

Completed By:

Phone Number:

Title:

County Asset Bar Code ID Number	Funding Source (If multiple funding sources, indicate % split)	Description (Monitor, CPU, etc.)	Brand Name	Model Name or Model No.	Serial No.	Location of Asset	Assigned to (Name of Person)	Cond. of Asset*	Purchase Order No.	Purch. Date	Unit Price

I certify under penalty of perjury that a complete physical inventory has been conducted, the information provided on this form is correct to the best of my knowledge, and all purchases were made in accordance with the conditions of the Contract and are in compliance with local, State, and federal regulations.

Name of Authorized Representative

Signature

Title of Authorized Representative

Date

\* Provide condition of the asset upon its disposal, transfer or as requested by County. Condition descriptions: V=Very Good; G=Good; F=Fair; P=Poor; S=Salvage/disposed



**EXHIBIT O**  
**CHARITABLE CONTRIBUTIONS CERTIFICATION**

---

Contractor's Name

---

Contract Number

---

Address

---

Internal Revenue Service Employer Number Identification Number

---

California Registry of Charitable Trusts "CT" Number (if applicable)

The Nonprofit Integrity Act (Senate Bill 1262, Chapter 919) added requirements to California's Supervision of Trustees and Fundraisers for Charitable Purposes Act which regulates those receiving and raising charitable contributions.

**Check the certification below that is applicable to your organization:**

- ☐ Contractor has examined its activities and determined that it does not now receive or raise charitable contributions regulated under California's Supervision of Trustees and Fundraisers for Charitable Purposes Act. If Contractor engages in activities subjecting it to those laws during the term of the Contract, it will timely comply with them and provide County's Contract Manager a copy of its initial registration with the California State Attorney General's Registry of Charitable Trusts when filed.

**OR**

- ☐ Contractor is registered with the California Registry of Charitable Trusts under the CT number listed above and is in compliance with its registration and reporting requirements under California law. Attached is a copy of its most recent filing with the Registry of Charitable Trusts as required by Title 11 California Code of Regulations, Sections 300-301 and Government Code Sections 12585-12586.

---

Name of Authorized Representative (Print)

---

Signature

---

Title of Authorized Representative (Print)

---

Date

**EXHIBIT P**  
**CONTRACTOR'S OBLIGATIONS AS A**  
**"BUSINESS ASSOCIATE" UNDER THE HEALTH INSURANCE**  
**PORTABILITY AND ACCOUNTABILITY ACT OF 1996 AND THE HEALTH**  
**INFORMATION TECHNOLOGY**  
**FOR ECONOMIC AND CLINICAL HEALTH ACT**  
**(BUSINESS ASSOCIATE AGREEMENT)**

Under this Contract ("Agreement"), Contractor ("Business Associate") provides services ("Services") to County ("Covered Entity") and Business Associate receives, has access to or creates Protected Health Information in order to provide those Services.

Covered Entity is subject to the Administrative Simplification requirements of the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), and regulations promulgated thereunder, including the Standards for Privacy of Individually Identifiable Health Information ("Privacy Regulations") and the Health Insurance Reform: Security Standards ("the Security Regulations") at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164 (together, the "Privacy and Security Regulations"). The Privacy and Security Regulations require Covered Entity to enter into a contract with Business Associate ("Business Associate Agreement") in order to mandate certain protections for the privacy and security of Protected Health Information, and those Regulations prohibit the disclosure to or use of Protected Health Information by Business Associate if such a contract is not in place.

Further, pursuant to the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005, Division A-Title XIII (Health Information Technology) and Division B-Title IV (Medicare and Medicaid Health Information Technology; Miscellaneous Medicare Provisions), collectively entitled "HITECH Act", effective February 17, 2010, certain provisions of the HIPAA Privacy and Security Regulations apply to Business Associates in the same manner as they apply to Covered Entity and such provisions must be incorporated into the Business Associate Agreement.

This Business Associate Agreement and the following provisions are intended to protect the privacy and provide for the security of Protected Health Information disclosed to or used by Business Associate in compliance with HIPAA's Privacy and Security Regulations and the HITECH Act, as they now exist or may hereafter be amended.

Therefore, the parties agree as follows:

## 1.0 DEFINITIONS

- 1.1 "Breach" has the same meaning as the term "breach" in 45 C.F.R. § 164.402.
- 1.2 "Disclose" and "Disclosure" mean, with respect to Protected Health Information, the release, transfer, provision of access to, or divulging in any other manner of Protected Health Information outside Business Associate's internal operations or to other than its employees.
- 1.3 "Electronic Health Record" has the same meaning as the term "electronic health record" in the HITECH Act, 42 U.S.C. Section 17921. Electronic Health Record means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff.
- 1.4 "Electronic Media" has the same meaning as the term "electronic media" in 45 C.F.R. § 160.103. Electronic Media means (1) Electronic storage media including memory devices in computers (hard drives) and any removable/transportable digital memory medium, such as magnetic tape or disk, optical disk, or digital memory card; or (2) Transmission media used to exchange information already in electronic storage media. Transmission media include, for example, the internet (wide-open), extranet (using internet technology to link a business with information accessible only to collaborating parties), leased lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic storage media. Certain transmissions, including of paper, via facsimile, and of voice, via telephone, are not considered to be transmissions via electronic media, because the information being exchanged did not exist in electronic form before the transmission. The term "Electronic Media" draws no distinction between internal and external data, at rest (that is, in storage) as well as during transmission.
- 1.5 "Electronic Protected Health Information" has the same meaning as the term "electronic protected health information" in 45 C.F.R. § 160.103. Electronic Protected Health Information means Protected Health Information that is (i) transmitted by electronic media; (ii) maintained in electronic media.
- 1.6 "Individual" means the person who is the subject of Protected Health Information and shall include a person who qualifies as a personal representative in accordance with 45 C.F.R. § 164.502(g).
- 1.7 "Minimum Necessary" refers to the minimum necessary standard in 45 C.F.R. § 162.502 (b) as in effect or as amended.

- 1.8 "Privacy Rule" means the Standards for Privacy of Individually Identifiable Health Information at 45 Code of Federal Regulations (C.F.R.) Parts 160 and 164, also referred to as the Privacy Regulations.
- 1.9 "Protected Health Information" has the same meaning as the term "protected health information" in 45 C.F.R. § 160.103, limited to the information created or received by Business Associate from or on behalf of Covered Entity. Protected Health Information includes information that (i) relates to the past, present or future physical or mental health or condition of an Individual; the provision of health care to an Individual, or the past, present or future payment for the provision of health care to an Individual; (ii) identifies the Individual (or for which there is a reasonable basis for believing that the information can be used to identify the Individual); and (iii) is received by Business Associate from or on behalf of Covered Entity, or is created by Business Associate, or is made accessible to Business Associate by Covered Entity. "Protected Health Information" includes Electronic Health Information.
- 1.10 "Required By Law" means a mandate contained in law that compels an entity to make a Use or Disclosure of Protected Health Information and that is enforceable in a court of law. Required by law includes, but is not limited to, court orders and court-ordered warrants; subpoenas or summons issued by a court, grand jury, a governmental or tribal inspector general, or any administrative body authorized to require the production of information; a civil or an authorized investigative demand; Medicare conditions of participation with respect to health care providers participating in the program; and statutes or regulations that require the production of information, including statutes or regulations that require such information if payment is sought under a government program providing benefits.
- 1.11 "Security Incident" means the attempted or successful unauthorized access, Use, Disclosure, modification, or destruction of information in, or interference with system operations of, an Information System which contains Electronic Protected Health Information. However, Security Incident does not include attempts to access an Information System when those attempts are not reasonably considered by Business Associate to constitute an actual threat to the Information System.
- 1.12 "Security Rule" means the Security Standards for the Protection of Electronic Health Information also referred to as the Security Regulations at 45 Code of Federal Regulations (C.F.R.) Part 160 and 164.
- 1.13 "Services" has the same meaning as in the body of this Agreement.
- 1.14 "Unsecured Protected Health Information" has the same meaning as the term "unsecured protected health information" in 45 C.F.R. § 164.402.

- 1.15 “Use” or “Uses” mean, with respect to Protected Health Information, the sharing, employment, application, utilization, examination or analysis of such Information within Business Associate’s internal operations.
- 1.16 Terms used, but not otherwise defined in this Business Associate Agreement shall have the same meaning as those terms in the HIPAA Regulations and HITECH Act.

## **2.0 OBLIGATIONS OF BUSINESS ASSOCIATE**

### **2.1 Permitted Uses and Disclosures of Protected Health Information.** Business Associate:

- (a) shall Use and Disclose Protected Health Information only as necessary to perform the Services, and as provided in Sections 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 4.3 and 5.2 of this Agreement;
- (b) shall Disclose Protected Health Information to Covered Entity upon request;
- (c) may, as necessary for the proper management and administration of its business or to carry out its legal responsibilities:
  - (i) Use Protected Health Information; and
  - (ii) Disclose Protected Health Information if the Disclosure is Required by Law.

Business Associate shall not Use or Disclose Protected Health Information for any other purpose or in any manner that would constitute a violation of the Privacy Regulations or the HITECH Act if so Used or Disclosed by Covered Entity.

### **2.2 Prohibited Uses and Disclosures of Protected Health Information.** Business Associate:

- (a) shall not Use or Disclose Protected Health Information for fundraising or marketing purposes.
- (b) shall not disclose Protected Health Information to a health plan for payment or health care operations purposes if the Individual has requested this special restriction and has paid out of pocket in full for the health care item or service to which the Protected Health Information solely relates.

- (c) shall not directly or indirectly receive payment in exchange for Protected Health Information, except with the prior written consent of Covered Entity and as permitted by the HITECH Act. This prohibition shall not affect payment by Covered Entity to Business Associate. Covered Entity shall not provide such written consent except upon express approval of the departmental privacy officer and only to the extent permitted by law, including HIPAA and the HITECH Act.

2.3 Adequate Safeguards for Protected Health Information. Business Associate:

- (a) shall implement and maintain appropriate safeguards to prevent the Use or Disclosure of Protected Health Information in any manner other than as permitted by this Business Associate Agreement. Business Associate agrees to limit the Use and Disclosure of Protected Health Information to the minimum necessary in accordance with the Privacy Regulation's minimum necessary standard as in effect or as amended.
- (b) as to Electronic Protected Health Information, shall implement and maintain administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of Electronic Protected Health Information; effective February 17, 2010, said safeguards shall be in accordance with 45 C.F.R. Sections 164.308, 164.310, and 164.312, and shall comply with the Security Rule's policies and procedure and documentation requirements.

2.4 Reporting Non-Permitted Use or Disclosure and Security Incidents and Breaches of Unsecured Protected Health Information. Business Associate:

- (a) shall report to Covered Entity each Use or Disclosure of Protected Health Information that is made by Business Associate, its employees, representatives, Agents, subcontractors, or other parties under Business Associate's control with access to Protected Health Information but which is not specifically permitted by this Business Associate Agreement or otherwise required by law.
- (b) shall report to Covered Entity each Security Incident of which Business Associate becomes aware.
- (c) shall notify Covered Entity of each Breach by Business Associate, its employees, representatives, agents or subcontractors of Unsecured Protected Health Information that is known to Business Associate or, by exercising reasonable diligence, would have been

known to Business Associate. Business Associate shall be deemed to have knowledge of a Breach of Unsecured Protected Health Information if the Breach is known, or by exercising reasonable diligence would have been known, to any person, other than the person committing the Breach, who is an employee, officer, or other agent of the Business Associate as determined in accordance with the federal common law of agency.

2.4.1 Immediate Telephonic Report. Except as provided in Section 2.4.3, notification shall be made immediately upon discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident or Breach of Unsecured Protected Health Information by telephone call to the Countywide Information Security Hotline at (562) 940-3335.

2.4.2 Written Report. Except as provided in Section 2.4.3, the initial telephonic notification shall be followed by written notification made without unreasonable delay and in no event later than three (3) business days from the date of discovery of the non-permitted Use or Disclosure of Protected Health Information, Security Incident, or Breach by the Business Associate to the Chief Privacy Officer at:

Chief Privacy Officer  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Suite 525  
Los Angeles, California 90012

Phone: (213) 974-2166

E-Mail: [HIPAA@auditor.lacounty.gov](mailto:HIPAA@auditor.lacounty.gov)

- (a) The notification required by Section 2.4 shall include, to the extent possible, the identification of each Individual whose Unsecured Protected Health Information has been, or is reasonably believed by the Business Associate to have been, accessed, acquired, Used, or Disclosed; and
- (b) The notification required by Section 2.4 shall include, to the extent possible, all information required to provide notification to the Individual under 45 C.F.R. 164.404(c), including:

- (i) A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
- (ii) A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
- (iii) Any other details necessary to conduct an assessment of whether there is a risk of harm to the Individual;
- (iv) Any steps Business Associate believes that the Individual could take to protect himself or herself from potential harm resulting from the breach;
- (v) A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to the Individual, and to protect against any further Breaches; and
- (vi) The name and contact information for the person most knowledgeable regarding the facts and circumstances of the Breach.

If Business Associate is not able to provide the information specified in Section 2.3.2 (a) or (b) at the time of the notification required by Section 2.4.2, Business Associate shall provide such information promptly thereafter as such information becomes available.

2.4.3 Request for Delay by Law Enforcement. Business Associate may delay the notification required by Section 2.4 if a law enforcement official states to Business Associate that notification would impede a criminal investigation or cause damage to national security. If the law enforcement official's statement is in writing and specifies the time for which a delay is required, Business Associate shall delay notification, notice, or posting for the time period specified by the official; if the statement is made orally, Business Associate shall document the statement, including the identity of the official making the statement, and delay notification, notice, or posting temporarily and no longer than thirty (30) days from the date of the oral statement, unless a written statement as described in paragraph (a) of this Section is submitted during that time.



- 2.5 Mitigation of Harmful Effect. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a Use or Disclosure of Protected Health Information by Business Associate in violation of the requirements of this Business Associate Agreement.
- 2.6 Breach Notification. Business Associate shall, to the extent Covered Entity determines that there has been a Breach of Unsecured Protected Health Information, provide Breach notification for each and every Breach of Unsecured Protected Health Information by Business Associate, its employees, representatives, agents or subcontractors, in a manner that permits Covered Entity to comply with its obligations under Subpart D, Notification in the Case of Breach of Unsecured PHI, of the Privacy and Security Regulations, including:
- (a) Notifying each Individual whose Unsecured Protected Health Information has been, or is reasonably believed to have been, accessed, acquired, Used, or Disclosed as a result of such Breach;
  - (b) The notification required by paragraph (a) of this Section 2.6 shall include, to the extent possible:
    - (i) A brief description of what happened, including the date of the Breach and the date of the discovery of the Breach, if known;
    - (ii) A description of the types of Unsecured Protected Health Information that were involved in the Breach (such as whether full name, social security number, date of birth, home address, account number, diagnosis, disability code, or other types of information were involved);
    - (iii) Any steps the Individual should take to protect him or herself from potential harm resulting from the Breach;
    - (iv) A brief description of what Business Associate is doing to investigate the Breach, to mitigate harm to individuals, and to protect against any further Breaches; and
    - (v) Contact procedures for Individual(s) to ask questions or learn additional information, which shall include a toll-free telephone number, an e-mail address, Web site, or postal address.
    - (vi) The notification required by paragraph (a) of this Section shall be written in plain language.

Covered Entity, in its sole discretion, may elect to provide the notification required by this Section 2.6, and Business Associate shall reimburse Covered Entity any and all costs incurred by Covered Entity, including costs of notification, internet posting, or media publication, as a result of Business Associate's Breach of Unsecured Protected Health Information.

- 2.7 Availability of Internal Practices, Books and Records to Government Agencies. Business Associate agrees to make its internal practices, books and records relating to the Use and Disclosure of Protected Health Information available to the Secretary of the federal Department of Health and Human Services for purposes of determining Covered Entity's compliance with the Privacy and Security Regulations. Business Associate shall immediately notify Covered Entity of any requests made by the Secretary and provide Covered Entity with copies of any documents produced in response to such request.
- 2.8 Access to Protected Health Information. Business Associate shall, to the extent Covered Entity determines that any Protected Health Information constitutes a "designated record set" as defined by 45 C.F.R. § 164.501, make the Protected Health Information specified by Covered Entity available to the Individual(s) identified by Covered Entity as being entitled to access and copy that Protected Health Information. Business Associate shall provide such access for inspection of that Protected Health Information within two (2) business days after receipt of request from Covered Entity. Business Associate shall provide copies of that Protected Health Information within five (5) business days after receipt of request from Covered Entity. If Business Associate maintains an Electronic Health Record, Business Associate shall provide such information in electronic format to enable Covered Entity to fulfill its obligations under the HITECH Act.
- 2.9 Amendment of Protected Health Information. Business Associate shall, to the extent Covered Entity determines that any Protected Health Information constitutes a "designated record set" as defined by 45 C.F.R. § 164.501, make any amendments to Protected Health Information that are requested by Covered Entity. Business Associate shall make such amendment within ten (10) business days after receipt of request from Covered Entity in order for Covered Entity to meet the requirements under 45 C.F.R. § 164.526.
- 2.10 Accounting of Disclosures. Upon Covered Entity's request, Business Associate shall provide to Covered Entity an accounting of each Disclosure of Protected Health Information made by Business Associate or its employees, agents, representatives or subcontractors, in order to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528 and/or the HITECH Act which requires an

Accounting of Disclosures of Protected Health Information maintained in an Electronic Health Record for treatment, payment, and health care operations.

Any accounting provided by Business Associate under this Section 2.10 shall include: (a) the date of the Disclosure; (b) the name, and address if known, of the entity or person who received the Protected Health Information; (c) a brief description of the Protected Health Information disclosed; and (d) a brief statement of the purpose of the Disclosure. For each Disclosure that could require an accounting under this Section 2.10, Business Associate shall document the information specified in (a) through (d), above, and shall securely maintain the information for six (6) years from the date of the Disclosure. Business Associate shall provide to Covered Entity, within ten (10) business days after receipt of request from Covered Entity, information collected in accordance with this Section 2.10 to permit Covered Entity to respond to a request by an Individual for an accounting of disclosures of Protected Health Information in accordance with 45 C.F.R. § 164.528. If Business Associate maintains an Electronic Health Record, Business Associate shall provide such information in electronic format to enable Covered Entity to fulfill its obligations under the HITECH Act.

- 2.11 Indemnification. Business Associate shall indemnify, defend, and hold harmless Covered Entity, including its elected and appointed officers, employees, and agents, from and against any and all liability, including but not limited to demands, claims, actions, fees, costs, penalties and fines (including regulatory penalties and/or fines), and expenses (including attorney and expert witness fees), arising from or connected with Business Associate's acts and/or omissions arising from and/or relating to this Business Associate Agreement; Business Associate's obligations under this provision extend to compliance and/or enforcement actions and/or activities, whether formal or informal, of Secretary of the federal Department of Health and Human Services and/or Office for Civil Rights.

### **3.0 OBLIGATION OF COVERED ENTITY**

- 3.1 Obligation of Covered Entity. Covered Entity shall notify Business Associate of any current or future restrictions or limitations on the use of Protected Health Information that would affect Business Associate's performance of the Services, and Business Associate shall thereafter restrict or limit its own uses and disclosures accordingly.

### **4.0 TERM AND TERMINATION**

- 4.1 Term. The term of this Business Associate Agreement shall be the same as the term of this Agreement. Business Associate's obligations under

Sections 2.1 (as modified by Section 4.2), 2.4, 2.5, 2.6, 2.7, 2.8, 2.9, 2.10, 4.3 and 5.2 shall survive the termination or expiration of this Agreement.

4.2 Termination for Cause. In addition to and notwithstanding the termination provisions set forth in this Agreement, upon either party's knowledge of a material breach by the other party, the party with knowledge of the other party's breach shall:

- (a) Provide an opportunity for the breaching party to cure the breach or end the violation and terminate this Agreement if the breaching party does not cure the breach or end the violation within the time specified by the non-breaching party;
- (b) Immediately terminate this Agreement if a party has breached a material term of this Agreement and cure is not possible; or
- (c) If neither termination nor cure is feasible, report the violation to the Secretary of the federal Department of Health and Human Services.

4.3 Disposition of Protected Health Information Upon Termination or Expiration.

- (a) Except as provided in paragraph (b) of this Section, upon termination for any reason or expiration of this Agreement, Business Associate shall return or destroy all Protected Health Information received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity. This provision shall apply to Protected Health Information that is in the possession of subcontractors or agents of Business Associate. Business Associate shall retain no copies of the Protected Health Information.
- (b) In the event that Business Associate determines that returning or destroying the Protected Health Information is infeasible, Business Associate shall provide to Covered Entity notification of the conditions that make infeasible. If return or destruction is infeasible, Business Associate shall extend the protections of this Business Associate Agreement to such Protected Health Information and limit further Uses and Disclosures of such Protected Health Information to those purposes that make the return or destruction infeasible, for so long as Business Associate maintains such Protected Health Information.

## **5.0 MISCELLANEOUS**

- 5.1 No Third-Party Beneficiaries. Nothing in this Business Associate Agreement shall confer upon any person other than the parties and their respective successors or assigns, any rights, remedies, obligations, or liabilities whatsoever.
- 5.2 Use of Subcontractors and Agents. Business Associate shall require each of its agents and subcontractors that receive Protected Health Information from Business Associate, or create Protected Health Information for Business Associate, on behalf of Covered Entity, to execute a written agreement obligating the agent or subcontractor to comply with all the terms of this Business Associate Agreement.
- 5.3 Relationship to Services Agreement Provisions. In the event that a provision of this Business Associate Agreement is contrary to another provision of this Agreement, the provision of this Business Associate Agreement shall control. Otherwise, this Business Associate Agreement shall be construed under, and in accordance with, the terms of this Agreement.
- 5.4 Regulatory References. A reference in this Business Associate Agreement to a Section in the Privacy or Security Regulations means the Section as in effect or as amended.
- 5.5 Interpretation. Any ambiguity in this Business Associate Agreement shall be resolved in favor of a meaning that permits Covered Entity to comply with the Privacy and Security Regulations.
- 5.6 Amendment. The parties agree to take such action as is necessary to amend this Business Associate Agreement from time to time as is necessary for Covered Entity to comply with the requirements of the Privacy and Security Regulations and other privacy laws governing Protected Health Information.

**EXHIBIT Q  
CERTIFICATION OF COMPLIANCE WITH COUNTY'S  
DEFAULTED PROPERTY TAX REDUCTION PROGRAM**

---

Contractor's Name

---

Contract Number

---

Address

---

Telephone Number

---

E-Mail Address

---

Contract Services

The Contractor certifies that:

- ☐ It is familiar with the terms of the County of Los Angeles Defaulted Property Tax Reduction Program, Los Angeles County Code Chapter 2.206; **and**

To the best of its knowledge, after a reasonable inquiry, the Contractor is not in default, as that term is defined in Los Angeles County Code Section 2.206.020.E, on any Los Angeles County property tax obligation; **and**

It agrees to comply with the County's Defaulted Property Tax Reduction Program during the term of the Contract.

**- OR -**

- ☐ It is exempt from the County of Los Angeles Defaulted Property Tax Reduction Program, pursuant to Los Angeles County Code Section 2.206.060, for the following reason:

On behalf of Contractor's organization, I declare under penalty of perjury under the laws of the State of California that the information stated above is true and correct.

---

Name of Authorized Representative (Print)

---

Signature

---

Title of Authorized Representative (Print)

---

Date

**EXHIBIT R**  
**CONTRACT MANAGEMENT SYSTEM – CONTRACTOR’S GATEWAY**  
**TERMS AND CONDITIONS OF USE**

- 1.0 County has developed the Contract Management System – Contractor’s Gateway (hereafter “System”), an automated system designed to electronically manage the Contract. County has implemented the System and Contractor shall use the System to perform its administrative contracting functions as directed by County.
- 2.0 County has established policies concerning the access, use and maintenance of the System. Contractor shall adhere to these policies, which include this Exhibit R (hereafter “Terms and Conditions of Use”), the Contract Management System-Contractor’s Gateway User Acknowledgement Agreement (“User Acknowledgement Agreement”), instruction guides/tutorials provided by County, training sessions conducted by County, etc. Contractor’s non-compliance with these policies may subject Contractor to denial of access to the System, suspension of payment(s), termination of the Contract, and/or other actions which County may take at its sole discretion.
- 3.0 System Access and Control
  - 3.1. Contractor shall access the System using the following Uniform Resource Locator (URL) link:  
[https://gateway.css.lacounty.gov:4443/OA\\_HTML/AppsLogin](https://gateway.css.lacounty.gov:4443/OA_HTML/AppsLogin) (please note there is an underscore between “OA” and “HTML” in the URL).
  - 3.2. Contractor shall ensure that data that is accessed using County information technology resources must be used for County authorized purposes and must not be disclosed to others without County’s prior written authorization or unless required by Federal, State or Program regulations.
  - 3.3. Unauthorized access by Contractor to any County information technology resource, including the System, network, software application programs, data files, and restricted work areas is prohibited.
  - 3.4. Accessing the System During Non-Business Hours
    - 3.4.1. County recommends that Contractor does not access the System during non-business hours in order to allow County to provide technical assistance when requested from Users (who are defined in Section 5.0-User Accounts, herein).
    - 3.4.2. For purposes of this Terms and Conditions of Use, non-business hours are defined as the days and times that are outside of the traditional work week (where the traditional work week is

recognized as Monday – Friday, 8:00 a.m. to 5:00 p.m.). The traditional work week does not include County-recognized holidays.

- 3.4.3. Generally, County-recognized holidays are the same as Federally-recognized holidays such as January 1<sup>st</sup>, July 4<sup>th</sup>, December 25<sup>th</sup>, etc. of each year. Contractor may obtain a current list of County-recognized holidays from County's Contract Manager.

#### 4.0 System Protocols and Security

- 4.1. Digital communications that occur between Contractor and County within the System are conducted over a secure network, which has been established by County using Secure Socket Layer technology, one of the most robust encryption platforms available.
- 4.2. The System's URL provides an assurance to County and Contractor that accessing and using the System are done securely. A Web browser in secure mode will display a URL address beginning with "<https://>" rather than the standard "<http://>", where the "s" in "<https://>" stands for "secure".
- 4.3. County has established these secure, standard protocols which encrypt data across publicly used Internet connections.
- 4.4. County will make every effort to provide standard Internet-level performance while Users utilize the System. Contractor shall contact County when it experiences any disruptions in services by following the guidelines established in Subsection 8.2, herein.

#### 5.0 User Accounts

##### 5.1. Designation of Users

- 5.1.1. Contractor shall designate Contractor Employees (Users) who shall be responsible for operating the System on Contractor's behalf.
- 5.1.2. For purposes of this Terms and Conditions of Use, a Contractor Employee is defined as a staff member on Contractor's payroll who works on the Contract.
- 5.1.3. Contractor shall obtain prior approval from County to designate an account for each User who accesses the System. Contractor shall follow the instruction guides/tutorials provided by County and the general guidelines outlined in Subsection 5.5-Requesting User Accounts, herein, for requesting, creating and designating User accounts.



## 5.2. User Account Classification

5.2.1. User accounts are classified as either View-Only or Administrative. Contractor shall designate a classification for each User when requesting approval for a User account.

5.2.2. There are two (2) types of User account classifications:

5.2.2.1. View-Only User: A User who can access the System to view all Contract documents and agency information.

5.2.2.2. Administrative User: A User who can access the System to view all Contract documents and agency information, submit Contract documents to County, update Contractor's administrative information, receive automated System alerts/notices (when designated as the contact person for this responsibility), and perform other functions as defined by County.

## 5.3. Active and Inactive User Accounts

5.3.1. An active User account is defined as a User who has an approved, current, valid account, which does not have an inactive or termination date in the System. This User can access the System and perform functions based on his/her account classification (as defined in Subsection 5.2-User Account Classification, herein).

5.3.2. An inactive User account is defined as a User whose account profile has been assigned an inactive or termination date and User can no longer access the System.

5.4. Contractor shall designate and maintain a minimum of two (2) active Users (up to a maximum of four (4) active Users) at all times as follows:

5.4.1. Contractor shall designate at least one (1) Administrative User at the level of the Contractor's Project Director.

5.4.2. Contractor shall designate at least one (1) User who has delegated authority to execute the Contract. This User shall be at the level of the Executive Director and may be classified as either a View-Only User or an Administrative User.

5.4.3. One of the two Users shall be designated as the responsible contact who shall receive and respond to System generated alerts/notices pertaining to Contract Document Deliverables (e.g., insurance certificates, business licenses, permits, etc.).

## 5.5. Requesting User Accounts

5.5.1. Contractor shall obtain prior approval from County in order to establish User accounts in the System. Contractor shall follow these general guidelines to obtain County's approval:

5.5.1.1. Contractor shall review its Employees, assess each of their responsibilities, and determine which Employee(s) should have a User account in the System.

5.5.1.2. Contractor shall provide the Employee with the User Acknowledgement Agreement, and the Employee shall read and complete the form. Contractor's Authorized Representative shall review and sign the form. Contractor shall ensure that the User Acknowledgement Agreement is completed for each Employee that will receive a User account.

5.5.1.3. Contractor shall ensure that the completed User Acknowledgement Agreement is attached/saved in the System as a Contract Document Deliverable (on the General Page of the Administration tab) prior to requesting and being granted access to the System by County.

5.5.1.4. Contractor shall create a profile for each User in the System.

5.5.1.5. Upon County's receipt of the User profile submitted by Contractor, County will review User's profile and Employee's completed User Acknowledgement Agreement.

5.5.1.6. County will inform Contractor whether the User account has been approved or rejected.

## 5.5.2. Approved and Rejected User Accounts

5.5.2.1. Upon approval of Contractor's request for a User account, County will provide User with a unique User Name (logon/System identifier) and a default password.

5.5.2.1.1. User shall be responsible for changing his/her password when prompted by the System.

5.5.2.1.2. User may begin accessing the System immediately.

5.5.2.2. Upon rejection of Contractor's request for a User account, County will follow-up with Contractor to discuss the reason(s) for rejecting Contractor's request for a User account.

5.5.3. Contractor's Assurances Upon Creating User Accounts

5.5.3.1. Contractor is responsible for the conduct of all Users who access and utilize the System. Contractor shall ensure that Contractor and its Users adhere to this Terms and Conditions of Use, the User Acknowledgement Agreement, instruction guides/tutorials provided by County, training sessions conducted by County, etc. which establish the policies under which the Users shall operate the System.

5.5.3.2. Contractor shall ensure that each User's copy of the User Acknowledgement Agreement forms are saved in the System as a Contract Document Deliverable. Contractor shall not delete any User Acknowledgement Agreement forms from the System without County's written prior approval.

5.5.3.3. Contractor shall ensure that all Users receive and maintain current copies of all instruction guides/tutorials for using the System, which are developed by County and provided to Contractor.

5.6. User Name and Password

5.6.1. Contractor shall ensure that its Users do not share their unique User Name and password with any other person.

5.6.2. County recommends that Users change their passwords every three (3) months to ensure additional password security.

5.6.3. Contractor shall ensure that all Users maintain valid, secure e-mail accounts, which shall be used for self-service maintenance of User Name and password information. In the event that Users forget their User Name or password, User shall adhere to the instruction guides/tutorials provided by County for resetting the User Name or password.

5.6.4. Repeated changes to a User's password outside of the recommended three-month period, as noted in Subsection 5.6.2,

herein, shall be monitored and investigated by County and may result in County suspending User's access.

#### 5.7. Change in User's Status

5.7.1. When a User's status changes (e.g., he/she is no longer employed by Contractor or User's responsibilities change), Contractor's Authorized Representative shall take immediate action to update the User's account profile. Updates to User account profiles shall be approved by County.

5.7.2. Contractor shall update User account profiles in the System by removing a User's account once that User is no longer an Employee on the Contract.

#### 5.7.3. New Employees/Users

5.7.3.1. When Contractor determines that a new Employee shall receive a User account, Contractor shall adhere to the guidelines established in Subsection 5.5-Requesting User Accounts, herein, to create an account in the System.

5.7.3.2. Prior to requesting a new User account, Contractor shall ensure that it continues to maintain at least two (2) active Users and does not exceed the maximum of four (4) Users (pursuant to Subsection 5.4, herein).

5.7.4. Contractor shall regularly review all User account information to ensure accuracy and completeness. Contractor shall ensure that updates are completed whenever administrative changes occur.

5.7.5. If County determines at its own discretion that Contractor is creating or removing User accounts too frequently then County shall take appropriate measures to investigate and remedy these occurrences. Upon County's request, Contractor shall provide sufficient justification for these frequent User account updates.

#### 6.0 General Policies for Use

6.1. County information technology resources are to be used solely for County business purposes.

6.2. County may periodically update this Terms and Conditions of Use and the User Acknowledgement Agreement policies. County may also implement future enhancements to the System. Contractor shall ensure that Contractor and Users adhere to all policy updates as well as any new procedures for using System enhancements.

### 6.3. Data Integrity

6.3.1. Contractor shall ensure that Users maintain the integrity of data they enter in the System, and do not save, store or attach electronic files in the System which do not meet the following requirements:

6.3.1.1. File types must be Word, Excel or Portable Data Format (PDF) documents. Files such as pictures, videos, music, PowerPoint presentations, or other files as determined by County are not acceptable types of documents.

6.3.1.2. File types must be compatible with standard/common national brands, including Microsoft Office 2003 products or later version (Word, Excel, etc.), Adobe Reader 9.0 (or later version) or their equivalent.

6.3.1.3. Files shall not be corrupted (i.e., documents shall be free of viruses).

6.3.1.4. The size limit of each file shall not exceed ten (10) megabytes (10 MB).

6.3.2. Contractor's non-compliance with the data requirements outlined herein will be remedied at County's sole discretion.

### 6.4. E-Mail Alerts and Notices

6.4.1. The System generates automatic e-mail alerts and notices based on the occurrence of certain events. These events may include, but are not limited to, confirmation of executed Contract (or Amendments), request for Contract Document Deliverables, notification of expired Contract Compliance Document Deliverables, etc.

6.4.2. Contractor shall ensure that its Users adhere to all alerts and notices generated by the System. These alerts and notices shall convey and have the same effect and importance as alerts and notices sent by County's Administration (or their designees) as defined in Paragraph 6.0 (Administration of Contract-County) in the Contract and Exhibit E (County's Administration). Contractor shall appropriately respond to all requests for documentation, promptly adhere to due dates/deadline requirements and diligently follow all instructions indicated in the alert/notice.

## 6.5. Administrative Changes

- 6.5.1. Pursuant to Paragraph 7.0 (Administration of Contract-Contractor) and Paragraph 8.34 (Notices) of the Contract, Contractor shall designate its authorized staff by using Exhibit F (Contractor's Administration). Further, Contractor shall initiate any changes in its staff, including those listed on Exhibit F (Contractor's Administration), by giving written notice to County.
- 6.5.2. When changes to Contractor's staff, address or other items requiring written notice are necessary, Contractor shall:
  - 6.5.2.1. Adhere to the requirements outlined in Paragraph 8.34 (Notices) of the Contract.
  - 6.5.2.2. Upon providing the required written notice to County, update the administrative data in the System, including all User account profile information.
- 6.5.3. Implementation and use of the System shall not excuse Contractor from adhering to the requirements for providing proper written notice to County when changes occur in Contractor's administration.

## 7.0 Monitoring

- 7.1. All County information technology resources are subject to audit and periodic, unannounced review by County.
- 7.2. County reserves the right to administer, monitor, audit and/or investigate Contractor's access to and use of County's information technology resources (i.e., System, e-mails, Contractor-generated data files, etc.). If evidence of abuse or negligence is identified, County will take the appropriate actions to remedy any areas of Contractor's non-compliance.
- 7.3. During County's monitoring of User activities, unusual practices will be investigated and reported to County's Administration. County will take the necessary steps to remedy Contractor's inappropriate use of the System. Unusual practices may include, but are not limited to, the following:
  - 7.3.1. Users frequently accessing the System during non-business hours (pursuant to Subsection 3.4-Accessing the System During Non-Business Hours, herein).
  - 7.3.2. Contractor not maintaining the minimum and/or exceeding the maximum number of Users at any point in time (pursuant to Subsection 5.4, herein).

- 7.3.3. Users changing their passwords more than the recommended limit (pursuant to Subsection 5.6.4, herein).
- 7.3.4. Contractor frequently changing its Users (pursuant to Subsection 5.7.5, herein).

## 8.0 System Maintenance and Technical Assistance

- 8.1. To ensure proper operation of the System, County will periodically perform routine System maintenance activities. Since these activities will impact the ability of Users to access the System, County will notify Users when they attempt to login that System maintenance is occurring and County will indicate the time when the System will become available. Generally, System maintenance activities will occur during non-business hours (e.g., weekends, late evenings, County-recognized holidays, etc.) to limit the impact to Users.
- 8.2. County will provide assistance to Users in the event of technical difficulties that may occur while utilizing the System. Technical assistance will be provided as follows:
  - 8.2.1. Monday through Friday, 8:00 a.m. to 5:00 p.m. (excluding County-recognized holidays).
  - 8.2.2. Contact Ms. Tsotso Odamtten by phone or e-mail as follows: (213) 738-2663 or [tsotso@css.lacounty.gov](mailto:tsotso@css.lacounty.gov).
  - 8.2.3. County will follow-up on requests for assistance from Contractor within at least one (1) business day during the traditional work week (pursuant to Subsections 3.4.2 and 8.2.1, herein).

## EXHIBIT S

### PERFORMANCE REQUIREMENTS SUMMARY CHART

**The Performance Requirements Summary (PRS) Chart** is a listing of the minimum required services and performance that will be monitored during the Contract term. The PRS chart also lists examples of the types of documents that will be used during monitoring, as well as the standards of performance and the acceptable quality level of performance.

All listings of required services or standards used in this Performance Requirements Summary Chart are intended to be completely consistent with the terms and conditions of the Contract (Appendix A of the RFP) and the Statement of Work (Exhibit A to the Contract and Appendix B of the RFP) and are not meant in any case to create, extend, revise, or expand any obligation of the CONTRACTOR beyond that defined in the terms and conditions of this Contract and Statement of Work. In any case of apparent inconsistency between required services or Standards as stated in the terms and condition of the Contract, the Statement of Work, and this Performance Summary (PRS) Chart, the terms and conditions of the Contract and the Statement of Work (SOW) will prevail.

Performance Outcomes	Standards	Acceptable Quality	Data Source	Remedies For Non-Compliance
Unduplicated client count for registered FCSP Services with all of the mandatory fields showing a response other than missing or unknown in the HFA system.	FCSP registered caregivers and care receivers have all mandatory fields completed in HFA.	100%	Harmony For Aging (HFA) reports	If CONTRACTOR performance does not meet the Acceptable Quality Level, the COUNTY will have the option to apply the following remedies: 1) Corrective Action Plan, 2) Suspension of Payment; 3) Suspension of Contract; and 4) Termination of Contract.
Total FCSP units delivered (include over service).	Planned registered services are delivered during the reporting period.*	100%	HFA reports	
YTD unduplicated FCSP Care receivers (excluding grandchildren) that have ADL fields populated with responses other than missing or unknown.	FCSP care receivers (excluding grandchildren) have ADL and IADL fields completed in HFA ADLs: eating, bathing, toileting, transferring, walking, and dressing IADLs: meal preparation, shopping, medication management, money management, using telephone, heavy housework, light housework, transportation.	100%	HFA reports	

\* Caregiver Training and Caregiver Support services will be computed using the services that are delivered at the contracted unit rate only; services recorded at zero cost will be excluded from the numerator.